

Courier information

Documents and information

Three important documents (see links in blue):

- [Communication from the commission](#)
HPC are defined under the green lanes for border management to ensure the availability of goods and services. If you request a courier to transport a product, we recommend to fill in, sign and provide the last page of the document (Annex 3, page 4) to the courier. You can choose between:
 - A driver of a heavy goods vehicle (road transport)
 - A public transport aircraft crew (flight transport)
- [Note for the attention of national competent authorities](#)
 - We recommend to provide this document to the courier.
 - The border control will reach out to telephone number (mentioned below) if they have any questions on the import of cells to your country.
- [Explanation on international exchange of products for customs.](#)

You can find more information on the following website: https://ec.europa.eu/health/blood_tissues_organs/overview_en

WMDA Travel Certificate

WMDA has created a certificate for couriers to attest the importance of unhindered and swift travel: WMDA Travel Certificate.

[Download the WMDA Travel Certificate](#)



Travel Ce...rs[1].pdf

Courier Information

Ontime Onboard Courier/ECS

We are constantly monitoring all developments, which involves being in contact with relevant customers about possible scenarios and solutions. We are also working on Plan Bs and Cs to make sure the live saving product is securely transported from the donor to the patient in need. Selection of the most suitable couriers and transport routing is as always our highest priority! Please feel free to contact us anytime, if questions or queries occur: onboard@ontimecourier.com We are always happy to assist you.

Time:matters

Time:matters Stem Cell Courier Services are operational and we continue to tailor stem cell courier transport solutions worldwide within the existing legal limits and currently existing travel restrictions. We exchange on a regular basis information within the international WMDA Emergency Task Force working on transport contingency plans for the entire WMDA community. Currently, the biggest challenge for transport planning are the short-term changes in international travel (e.g. immigration restrictions, flight availability, quarantine protocols), which require flexibility from all parties involved. Therefore, we recommend that TCs and registries contact their authorities at an early stage that they can apply for an possible exemption for stem cell couriers when travel restrictions are introduced or tightened. In this crisis time:matters Group will follow the official advise of WHO, respective national governments, state governments and Lufthansa Group! Please contact our stem cell team at stemcell@time-matters.com for any inquiries. Existing bookings will be administered and reassessed in connection with the changed regulation. We will contact you proactively if we need to discuss alternative options. Read more about our services [here](#).

Country	Waiver	Importing organisation	No. of imports 2018	No. of exports 2018	Contact information to verify shipment	Specific courier information
Australia		Australian Bone Marrow Donor Registry				Australian borders remain effectively closed to couriers. All products are cryopreserved at the place of donation for the foreseeable future.
Austria	link	Austrian Bone Marrow Donor Registry	122	38	+43 1 515 61 378 +43-676-848191-278.	Austrian authorities classify the delivery of stem cell products as commercial transport. Couriers are exempted result or home quarantine. Covid-19 testing centers in Austria: <ul style="list-style-type: none"> • Current information on operations at Vienna Airport (English): Viennaairport - Passengers • Covid-19 PCR tests and rapid antigen tests at Vienna Airport (English): Viennaairport - Corona/Covid-19 • Covid-19 test locations in Austria (German): COVID-19 Testmoeglichkeiten_Oesterreich.pdf (advantage)
Belgium	link	Marrow Donor Program Registry	217	27	+32 473 367 350	<ul style="list-style-type: none"> ■ Document 1: national policy (MDPB COVID-19 transport guidelines 29 June 2021) ■ Document 2: EU waiver ■ Document 3: EU green lines
Bulgaria		Bulgarian Bone Marrow Donor Registry	23		+359-887 455 191	Update January 28, 2021 : Regarding the pandemic situation, all people that enter Bulgaria must have a negative COVID PCR test. If a PC that travel from Bulgaria to other countries, we can assist with this, as our Department performs COVID PCR te

Canada		CBS				All medical related couriers, please carefully review the Government of Canada travel restrictions, exemptions and emergency orders in the Quarantine Act: https://travel.gc.ca/travel-covid
Chile		DKMS Chile			T +56226051609 C +56939187306	<p>Please find the requirements for foreigners non-resident entering Chile (no exceptions for couriers)</p> <ul style="list-style-type: none"> - Negative PCR test performed 72 hours before travelling. In flights with intermediate stops, this is considered not allowed (antigen, antibody, etc.) - Fill out the Traveler's Sworn Statement electronically and up to 48 hours before boarding at www.c19.cl - Health insurance that covers benefits associated with COVID-19 during the stay, with a minimum coverage of <p>Please find below, screenshot for the website.</p> <p>VIAJEROS PROVENIENTES DEL EXTERIOR / PROOF OF AFFIDAVIT FOR TRAVELERS FROM</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p style="text-align: center;">Declaración Jurada Para Viajeros Para Prevenir Enfermedades Por Coronavirus (COVID-19).</p> <p style="text-align: center; background-color: #007bff; color: white; padding: 5px;">Completar el formulario</p> </div> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p style="text-align: center;">Affidavit For T Coronavirus D</p> <p style="text-align: center; background-color: #007bff; color: white; padding: 5px;">Complete Form</p> </div> </div> <p>WAS A PCR TEST PERFORMED AT A LABORATORY RECOGNIZED BY THE LOCAL HEALTH AUTHORITY IN THE LAST 72 HOURS? *</p> <p>YES</p> <p>All residents and foreign must perform a mandatory 10-day quarantine process, but the quarantine can be interrupted. The recommendation for couriers is to leave the country the same day.</p> <p>We don't have available a lab in the airport, but we have a lot of medical centers and even domiciliary companies. Covid19 test available in 24-48 hours if is need it. They don't need a medical prescription for the test.</p>
Croatia		Croatian Bone Marrow Donor Registry	33	6	+385 91 5218 026	
Cyprus		Cyprus Bone Marrow Donor Registry		44	+357 9958 6381	
Czechia	link	Czech Stem Cell Registry Czech National Marrow Donor Registry Plzen	139	21	+420 602 250 797 +420 606 311 884	<p>Update 22/01/2021/10/2020:</p> <ul style="list-style-type: none"> • CNMDR is operational for all its services and activities. • Cryopreservation of the product in TC is allowed at the discretion of the transplant centre. • Travel restrictions from and to Czech Republic are available here: Coronavirus - Information of Mol - Ministry of Health (mvcr.cz) • Briefly : <ul style="list-style-type: none"> • Czech borders are open for the purpose of the transport of the stem cell graft. • Permit letters (<i>Confirmation for foreign workers of critical infrastructure service in the Czech territory</i>) for each transport. • For this purpose there is no obligation to submit a PCR test result for the period of time not exceeding 72 hours before boarding the first airplane. • CNMDR may arrange courier service with hand over at the border crossing. • If necessary, all information regarding Donor Health&Availability, VT/Workup and Transportation and/or consulted by phone (+420373034333) or e-mail (regist@kostnidren.cz)
Denmark	link link	Denmark Stem Cell Donors West	119	3	+45 2477 8022 +45 2331 0989	<ul style="list-style-type: none"> • The Danish borders are closed, but persons with a creditable purpose are allowed to enter. Medicine and health services are available, but the courier needs to show a negative COVID-19 test (antigen or PCR test are accepted). This is valid for 72 hours before boarding the airplane, and in case of transit, before boarding the first airplane. If the courier cannot show a negative test, access to the airplane with destination for Denmark will be denied. • Passengers on connected flights to Denmark transiting in one or more airports have two different options: <ul style="list-style-type: none"> • They can take a test no more than 24 hours before boarding the first flight • They can take a test while in transit
Denmark		Denmark Stem Cell Donors East			+45 3545 3970	
Finland	link (Finnish language only)	Finnish Stem Cell Registry	63	14	+358 50 327 3447	<ul style="list-style-type: none"> • The Finnish Border Guard does not grant advance permits for entry to Finland. In external border traffic, the decision to allow entry is always made during border checks. Covid19-info - The Finnish Border Guard • Regulations for people entering/leaving the country: Travel and the coronavirus pandemic - Infectious Disease Centre
France		France Greffe de Moelle	806	76	+33-6-88 22 35 28	
Germany		ZKRD	608	5,091	+49 174 192 59 36 +49 731 1507 201	Information testing centres Germany
Greece		Hellenic Transplant Organization	83	35	+30 210 6471 200	
Hong Kong		Hong Kong Bone Marrow Donor Registry			+852 2781 8498	Export of Fresh Stem Cell Product: Starting from Dec 2020, any inbound traveler must undergo a 21-day of quarantine hotel. Reservation of designated hotel must be confirmed before boarding. In order to ensure the safety of the courier, in the changing epidemic situation, TC are reminded to plan carefully on flight and courier arrangement for fresh product.
Hungary		Hungarian Stem Cell Donor Registry	72	1	+36305319502	
Ireland		Irish Unrelated Bone Marrow Registry	59	1	+353 1 432 2800	Information on testing at the airport
Israel		Ezer Mizion Bone Marrow Donor Registry				Update 27-1-2021: please see attachment for a full update

Switzerland		Blutspende SRK Schweiz			+41 31 380 81 81 +41 31 380 81 01	<ul style="list-style-type: none"> • Border control: Switzerland has open borders but travelers entering Switzerland from certain regions w... The FOPH (Ministry of Health) has a list of the countries concerned, which it updates regularly (https://www.bfs.admin.ch/bfs/portal/de/index.html?id=1918240392). Travelers affected will be notified during the flight, on board coaches and at border... the cantonal authorities on arrival. Airlines and travel companies will also be instructed not to transport s... an additional authorization for the import and export of blood stem cells (06.07.2020 authorization Coron situation (Import/Export of DLIs) and we will provide this authorization for the cases where the Swiss reg... and international donors/patients) in order to prevent courier staff from having to go into quarantine. • NEW COVID-19 test requirements for couriers starting 08.02.2021: Switzerland is changing their req... travelers entering Switzerland starting 08.02.2021. Please note that couriers entering Switzerland to pick... exempted from these requirements and do not need to quarantine or require a negative test when enteri... register with the Swiss FOPH and must provide their contact information before entry into Switzerland: h • We offer assistance for couriers departing Switzerland and requiring a COVID-19 test in order to... coordination team (tx-coordination@blutspende.ch) in advance and we will help setting up a test. T... Swiss collection centers and offer antigen tests with a turnaround of 30min. PCR testing requires... must be assessed individually in case it is absolutely necessary for the transport. • Masks are compulsory on all public transport. It is also mandatory to wear a mask in all publicly accessi... • This includes shops, banks and restaurants. • We are grateful for your collaboration in helping us to maintain our blood stem cell transplant activity. We... inquiries concerning this topic tx-coordination@blutspende.ch / emergency calls: +41 31 380 81 01.
United Kingdom	waiver Guidance for couriers	Anthony Nolan, Bristol Registry, DKMS UK, Welsh Registry	488 from EU Member States	311 to EU Member States	handoverhub@anthonymolan.org +44 7879 519 478	https://www.gov.uk/uk-border-control

Countries that import to EU Member States:

Argentina, Australia, Brazil, Canada, China, India, Iran, Israel, Japan, Korea, [Norway](#), Russia, Singapore, South Africa, [Switzerland](#), Taiwan, Thailand, Turkey, [United States of America](#)