

GUIDELINES FOR VISA APPLICATIONS

(ver. August 2024)

BEFORE YOU APPLY, PLEASE BEAR IN MIND:



- The Visa authority has up to 30 days to review and respond to your visa applications, starting from the moment all documents are submitted and the visa study fee has been paid (Article 13, Resolution 5477 of 2022). Therefore:
 - A. **You are advised to apply for a visa at least one month in advance of the expected travel date.** Otherwise, you run the risk of your visa application not being assessed before the expected travel date or that your supporting documents expire before your application is reviewed.
 - B. You will get a response within the 30-day period, through the dedicated platform. If such period has not elapsed, your visa may still be in process. **Kindly refrain from using the Consulate's communication channels to inquire about the status of your visa application or to request an expedited review.** All updates will be communicated directly to the applicant through the platform and its automatically generated emails.
 - C. **Any attempt to interfere with, or unduly influence, the assessment of your application may impact upon the decision.**
- An application for a visa is a personal procedure protected by our policy on the treatment of personal data (<https://www.cancilleria.gov.co/politica-tratamiento-informacion>). Therefore:
 - A. Details and personal information regarding a particular visa application may only be shared with the applicant him/herself, directly or through the email they have indicated in the application form.
 - B. No such information can be shared with third parties, including event organizers.
 - C. If the visa application is submitted by a third party through a power of attorney, kindly indicate this on the application and upload the corresponding supporting document.
- The application process is done online through the site: <https://tramitesmre.cancilleria.gov.co/tramites/enlinea/solicitarVisa.xhtml> Therefore:
 - A. There is no need to come in person to the Consulate, and no appointment will be granted for the purpose of submitting an application.
 - B. The delivery of documents in hard copy or via email will not be considered as a formal application.
 - C. Only present yourself to the Consulate if you have been explicitly summoned for an interview or requested to present documents in hardcopy. This will be communicated to you formally through the platform.
- The payment of the visa fee does not guarantee that your visa application will be approved and that a visa will be issued.
- You may submit your visa application through the Consulate in Nairobi if:
 - A. You are a national of Kenya or any of the countries within the Consulate's district: <https://nairobi.consulado.gov.co/consulado/circunscripcion>, or if
 - B. You are a legal resident in the abovementioned countries. Proof of residence will be required.



Kindly note that the official language of the Republic of Colombia is SPANISH. Thus, all our official websites are in this language. You may use the translation tool of your web browser, but the Ministry bears no legal responsibility for such translations.

STEP-BY-STEP GUIDE FOR YOUR VISA APPLICATION:

1. Verify if you need a visa. [Click here for more details.](#)
2. If you do need a visa, identify the type of visa that you need. Understand the requirements and costs associated with it. [Click here for more details.](#)
3. Submit your application online. [Click here for more details.](#)
4. Make payment of the visa study fee within 10 days. [Click here for more details.](#)
5. Wait PATIENTLY for the response to your visa application. You will get a response from the Visa Authority in a 30-day period. [Click here for more details.](#) Your application might be:
 - A. Approved – you will get instructions for a second payment for visa issuance.
 - B. Required – you will be asked for more information, documentation, clarification or may be summoned for an interview. In case of information requirements, follow the instructions provided to you via email within 10 days.
 - C. Inadmissible – you will be informed that your application was not admitted. You may reapply at your discretion, in which case you will need to start the process again, including another payment for the visa study fee.
 - D. Denied/rejected – you will not be able to reapply for a period of six months.
6. In case of approval, follow the instructions provided for second payment and pay within 10 days. [Click here for more details.](#)
7. Once your electronic visa is issued, verify thoroughly all the personal information and notify the consulate of any inconsistency. [Click here for more details.](#)

1. DO I NEED A VISA TO TRAVEL TO COLOMBIA?

If you are a holder of a valid passport issued by any of the countries listed here: https://www.cancilleria.gov.co/tramites_servicios/visa/lista-a-b-c, you may enter, stay in and leave Colombia, without a visa, for short-stay activities (including business, leisure, tourism or cultural interest), as long as these activities do not generate payments for services, salary or wages in Colombia. (Resolution 5488 of June 22, 2022 and Resolution 3717 of May 23, 2023).

Holders of passport from any other country are required to obtain a visa to travel to Colombia.

TRANSIT VISA: If you have a passport from the States listed here: <https://www.cancilleria.gov.co/visas/transito>, **you require a an airport transit visa** in order to make a connection at any of Colombia's international airports to a third State. This visa only allows you to stay in the airport transit area for up to 24 hours and does not authorize a change of airport. Arrival and stay in international transit are not considered an entry into the national territory (Article 2 of Resolution 3717 of 2023).

2. WHAT TYPE OF VISA DO I NEED?

According to the current visa policy, Colombia has three main types of visas and several subcategories. Please note that each subcategory of visa has its own requirements and costs.

The broad categories are:

Visitor Visa (type V) - including the courtesy Visitor Visa (type V): Intended for short- to medium-term stays in the country and does not grant temporary or permanent resident status. Some of the subcategories authorize work in the country for a specific activity and with a specific entity or company.

Migrant Visa (type M): For foreigners wishing to establish themselves temporarily in the country, according to the requirements and regulations applicable to each subcategory.

Resident Visa (type R): For foreigners wishing to establish themselves permanently in the national territory, upon fulfillment of specific requirements (such as accumulated time in the country with an M-visa).

For the specific requirements of each subcategory, kindly check: <https://www.cancilleria.gov.co/visas/larga-estancia>

For the costs of each subcategory, kindly check: https://www.cancilleria.gov.co/tramites_servicios/visa/costos-medios-pago-oficinas-atencion

3. GENERAL INSTRUCTIONS FOR SUBMITTING A VISA APPLICATION

- ✓ You must have a passport or equivalent document, valid for at least six (6) months at the time of applying for the visa, in good condition and with blank pages. You must attach copy of your passport bio page when you complete your application form.
- ✓ Complete the online visa application form available on the official website of the Ministry of Foreign Affairs, at: <https://tramitesmre.cancilleria.gov.co/tramites/enlinea/solicitarVisa.xhtml>, providing the information and documents needed to certify the requirements applicable to each type and category of visa.
- ✓ When completing your application form, at the section where you must select the office that will review your application choose the Consulate of Colombia in Nairobi, only if:
 - You are a national of Kenya or any of the countries within the Consulate's district: <https://nairobi.consulado.gov.co/consulado/circunscripcion>
 - You are a national of another country but a legal resident in the abovementioned countries. Proof of residence will be required.
- ✓ If you are already in Colombia and have regular immigration status, when completing your visa application form, choose "Office in Bogotá" from the options menu. However, if you plan to change from a V-visa to an M-visa, you are required to leave the national territory first and select the appropriate consular office.
- ✓ Attach the required documents to the visa application form on the SITAC platform, in digital format in PDF format, and a photograph in JPG format of maximum 300kb.
- ✓ Documents supporting the application, other than passports or valid and current travel documents, must have an issue date no more than three (3) months prior to the registration of the application.
- ✓ Attach a recent, clear, high-resolution digital photograph, JPG format, maximum 300 kb, in color and with a white background. The face must be facing the camera and with a neutral expression, head fully centered, both eyes open; hair or accessories must not cover the head or face. It cannot contain images other than the person's own face, in accordance with the technical specifications given in the electronic visa application form.
- ✓ **The presentation of illegible, altered, incomplete, ambiguous or misleading documents may be grounds for refusal or denial of the visa application.**
- ✓ **Any document issued abroad must have an apostille or legalization and an official translation into Spanish** when it is not in this language, except for the exceptions expressly contemplated in article 21 of Resolution 5477 of 2022, (such as bank statements, if they are in any of the official languages of the Organization of American States).

- ✓ Please verify that the information provided on the visa application form is correct. Any inaccuracy will result in the application being denied or rejected.
- ✓ **Once the application has been completed with the contribution of all the required documents, and the corresponding payment for the application study has been made, the Visa and Immigration Authority will have up to thirty (30) calendar days to issue the response.**
- ✓ When the process of studying and verifying documents requires queries to other entities, the response time may exceed this period.
- ✓ The Visa and Immigration Authority may verify your criminal record online in the Colombian National Police database and other databases to which it may have access, or require you to submit criminal records from your country of nationality or residence.

ADDITIONAL REQUIREMENTS FOR MINORS



When applying for a visa for a minor (or a person with a disability impeding them to act on their own), the following additional requirements must be provided:

- ✓ Provide a document that proves the name of the minor's parents (civil registry or birth certificate of the minor) or of the persons who hold parental authority, guardianship or curatorship (court ruling that assigns parental authority or guardianship or curatorship, act of family authority, among others) duly apostilled or legalized and official translation into Spanish when it is not in this language.
- ✓ Written request for visa from both parents or persons who hold parental authority or guardianship or curatorship, which also fully identifies who will be in charge of the personal care of the minor (or person with a disability) while in Colombia.
- ✓ If the person who will be in charge of the personal care of the minor or disabled person in Colombia is not the father or mother or, in any case, does not have parental authority, guardianship or curatorship, he or she must also provide written communication from this person accepting such responsibility.

4. PAYMENTS FOR YOUR VISA APPLICATION

The visa process will include **two payment stages**, one corresponding to the application review (visa study fee) and the other, if authorized, corresponding to the visa issuance. Such costs may vary between subcategories of visas ([See above](#))

Instructions for payment will be communicated directly to the applicant via email. For the first payment, this will be upon submission of the application and for the second payment, this will be upon approval of your application. As a general rule, there are three modes of payment available for applications submitted through the Nairobi Consulate:

1. If you have a Colombian bank account, you may use the PSE payment platform.
2. Via credit card, through the link you receive on your email or through the payment platform at the end of the form submission.
3. Through a direct bank deposit to the Consulate's local bank account (in Kenya).

1st Payment - Visa Study Fee

Once the electronic form has been completed and the documents uploaded, the platform will generate a reference number with which the applicant will proceed to pay the study fee within the following ten (10) calendar days. If the payment is not made within this period, it will be interpreted as withdrawal of the application and, therefore, the process will be terminated, without any decision from the Visa and Immigration Authority. An application will only be considered effectively submitted when the corresponding payment for each application has been made.

The payment for the application study is non-refundable and does not compromise the granting of the visa.

2nd Payment - Visa Issuance Fee

If your visa is approved, you will have ten (10) business days to pay the issuance fee. If you do not make the payment within this period, it will be interpreted as withdrawal of the application and, therefore, the process will be terminated, without any decision from the Visa and Immigration Authority.

IMPORTANT NOTE ON PAYMENTS:



BEWARE OF SCAMMERS!!!: The Consulate DOES NOT take any payment in cash, and it does not take money through MPESA/Airtel or any other modality of mobile money.

If you choose to pay through direct deposit:

- A. Make sure you know and understand the costs associated to your application. Once you do, kindly ask for the banking details at the email cnairobi@cancilleria.gov.co indicating your name, passport and application number.
- B. When making the deposit, kindly indicate your name and passport number.
- C. **The account is in USD and the deposit must be made in USD**, according to the fee applicable to your visa type. Payment in other currencies will be converted by the bank using their exchange rate and may not cover the full fee. If the fee is not fully covered, you will be required to deposit the pending balance before any action is taken on your application.
- D. **You must send proof of payment to the email cnairobi@cancilleria.gov.co** Failure to provide proof of payment, may imply that your deposit will not be associated to your application.
- E. Your payment will be manually verified against the bank account and will be manually registered. **This may take some time**, in particular in the case of interbank transactions it may take some days for the payment to be effective and reflected in the recipient's account.

Payments by PSE or through credit card are automatically registered. Make sure you go through all the stages of the payment process and that you click on "Return to commerce" or "Return to Ministerio de Relaciones Exteriores" at the end of it.

5. DECISION ON YOUR APPLICATION

Once the application has been completed with the contribution of all the required documents, and the corresponding payment for the application study has been made, **the Visa and Immigration Authority will have up to thirty (30) calendar days to issue the decision.**

PLAN AHEAD AND BE PATIENT.



The status of your application will be displayed through the SITAC platform. Any changes in the status of your application will be communicated to you via automatically generated emails from the sender TRAMITES SITAC.

KINDLY REFRAIN FROM CALLING OR SENDING EMAILS INQUIRING ABOUT THE STATUS OF YOUR APPLICATION IF THE 30-DAY PERIOD HAS NOT ELAPSED. You will not receive a response different from the updated status you may verify yourself in the platform.

The applicant is the sole responsible for submitting the application and answering the information requirements with sufficient time in advance, so as to not jeopardize their planned travel dates. **Any attempt to interfere with, or unduly influence, the assessment of your application may impact upon the decision on your application.**

Kindly note that certain visa categories will require documents that are directly related to the expected travel dates (return tickets, medical insurance policy, etc.). If an application is not submitted with sufficient time, there may be a risk that documents expire or may no longer be valid by the time the application is assessed, and this may in turn constitute grounds for inadmissibility.

The Visa and Immigration Authority will decide on your application, and this ruling might be one of the following four scenarios:

- APPROVED - Authorizing the issuance of a visa
- REQUIRED - Requiring more information or the presence of the applicant
- INADMISSIBLE - Deeming the application inadmissible
- REJECTED/DENIED - Refusing the visa

If an application is deemed inadmissible, the process ends without prejudice to the possibility of submitting a new application immediately after. But if the issuance of a visa is denied, you may not register a new application within six (6) months following the rejection and will only have the possibility of doing so from your country of nationality or permanent legal residence.

Violations of immigration regulations may be grounds for refusal or denial of visa applications, especially illegal entry into the country by evading control at immigration checkpoints established by the Colombian government, or without the visa requirement or entry permit; as well as illegal stay. Your visa application will be denied if, under any modality, you have facilitated the illegal entry of another foreigner into the country.

Please be aware of the communications you receive in the registered email, particularly in the event that your application is required, as you will have up to 10 calendar days to comply with the requirement, in which case you must attach the additional information or documents requested through the SITAC platform. If this requirement is not met, the application may be deemed inadmissible or denied.

If your application is being processed and is required, please do not send additional documentation through official mail; these documents must be uploaded to the SITAC platform.

Considering the discretionary power of the Colombian State, administrative appeals are not available against pronouncements or decisions on the approval of a visa and the period of validity granted, or on the inadmissibility, requirement, denial, termination and cancellation of visas.

6. ISSUANCE OF THE VISA

Within ten (10) business days following payment for the approved visa, the Visa and Immigration Authority will issue and send the electronic visa to the email address you register in your application.

If the electronic visa contains errors in its content, you must request a correction to cnairobi@cancilleria.gov.co within fifteen (15) calendar days following the issuance. If this period has expired, you must instead request a transfer of the visa.

7. OTHER RULES APPLICABLE

- ✓ You may only hold one immigration status in Colombia, the one granted by a visa through the Ministry of Foreign Affairs or by the permit categories established by the Special Administrative Unit for Migration in Colombia.
- ✓ The mere submission of a visa application does not grant regularity in the national territory. The duration of the study does not add time in the case of applications for Resident (R) visas for accumulated time.
- ✓ If you have an application for refugee status pending, the Visa and Immigration Authority will refuse to accept your visa application until the outcome of your refugee application is determined.
- ✓ If you have several nationalities other than Colombian, you must inform the national territory of this condition upon entering the country, identifying yourself with only one nationality for your entry, stay, visa application and exit from the country. Visas obtained with one nationality are not transferable to the other nationality you hold.