

COVID-19 UPDATE: Visa Waiver Travelers Now Have Another Option if They Cannot Leave on Time

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On March 30, 2020, we wrote about “satisfactory departure” in [COVID-19: How Does the Outbreak Affect Visa Waiver \(ESTA\) Travelers?](#) As we explained, visitors to the US who arrive under the Visa Waiver program who cannot depart within 90 days due to the pandemic may request a 30-day “satisfactory departure” period from US Customs & Border Protection by email.

On April 13, 2020, US Citizenship & Immigration Services announced it would begin taking requests for satisfactory departure by phone while its local field offices remain closed during COVID-19. Visa Waiver travelers who wish to use this option should call the USCIS Contact Center at 800-375-5283. USCIS has also said it can grant a second 30-day period of satisfactory departure if circumstances warrant.

US Customs & Border Protection also continues to grant satisfactory departure, as we reported on March 30.

Receiving satisfactory departure, whether it is granted by CBP or by USCIS, protects a traveler’s eligibility to continue using the Visa Waiver program in the future, as long as the visitor does leave within the required additional period of stay.

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