It is the responsibility of the travelers to check their travel documents and the period of validity of the documents.

In the event that the traveler wishes to receive the services of issuing or extending a passport, the traveler must arrive at Ben Gurion Airport only, with sufficient time to receive the requested service.

Foreigners who seek to enter Israel must have with them the documents and visas required by law.

The Border Crossings Authority is not responsible if the traveler does not arrive in time for the traveler's flight or transportation vehicle as a result of the inadequacy of the documents.

Information on orders delaying departure from the country should be obtained from the center for information (tel. 02-6294666) during its opening hours; beyond those hours no information will be given.

Northern crossing points

Information may be obtained from the voice telephone answering service - 08-6379733 - which operates 24 hours a day.

Rosh Hanikra crossing point - This crossing point is not a general crossing point between Israel and Lebanon, but is for UN forces primarily or special populations. The crossing point is open Sunday-Friday 07:00-24:00.

Quneitra crossing point - This crossing point between Israel and Syria is intended for UN personnel, students, clerics, and other populations belonging to the Druze community in the Golan Heights. The crossing point is opened from time to time in coordination with the Israel Defense Forces and as needed.

Fishing port at the Kishon (Ma'agan Shavit) - Intended for docking yachts. Border control services are carried out on the basis of a call according to the entry from or exit of yachts to the territorial waters of Israel. The crossing point is open seven days a week.

Greater Haifa Port - Intended for commercial sea vessels, passenger ships and the shipyard. The border control services are provided seven days a week, 24 hours a day.

Haifa Airport - Intended for the use of international flights according to the size and capacity of the aircraft. The border control services are provided during the airport's opening hours (06:30-20:30) on the basis of a call, seven days a week.

Hadera port (Israel Electric Corporation) - Intended for ships bringing coal to the Israel Electric Corporation. Border control services are provided on the basis of a call seven days a week upon the arrival to or departure of a ship from Hadera port.

Jordan Valley crossing points
Jordan River crossing point (Sheikh Hussein) - This crossing point between Israel and Jordan is intended for Israeli citizens and for foreigners. The crossing point is open seven days a week 06:30-22:30. Border control services are provided during all the hours of the crossing point's activity.

Allenby Bridge crossing point - This crossing point between Israel and Jordan is intended for the Palestinian population, residents of the eastern part of Jerusalem, and foreigners. The crossing point is open Sunday-Thursday 07:30-24:00, Friday 07:30-15:00, and Saturday 07:30-15:00. Border control services are provided during the hours of the crossing point's activity. During Moslem holidays and for those who are traveling to Mecca the crossing point is open 24 hours a day.

Ben Gurion Airport and environs crossing points

Ben Gurion Airport - Intended for all citizens from around the world, except for the Palestinian population which can pass through Ben Gurion Airport subject to special movement authorization given by the District Coordination and Liaison in Ramallah or at Erez respectively. The border control services are provided 24 hours a day.

Additional services provided for Israeli citizens only:

Issuance of passports - The issuance of passports for Israeli citizens only is done upon the presentation of a flight ticket for the 24 hours prior to the flight time, a passport whose validity has expired, two passport photos, and a required means of payment (the amount will be determined by the system and will be updated from time to time).

Extension of the validity of passports - The extension is provided for Israeli citizens only, upon the presentation of a flight ticket for the 24 hours prior to the flight time, a passport whose validity does not exceed 10 years, and a required means of payment (the amount will be determined by the system and will be updated from time to time). The validity of passports will not be extended for minors who hold 5-year passports, but only new passports will be issued.

These additional services will be provided Sunday-Thursday 24 hours a day, Friday until 14:00, and Saturday evenings from 21:00.

No services will be provided for non-passport Israeli travel documents or diplomatic passports.

Comment:

As a rule, the additional services provided at Ben Gurion Airport are not intended to be a substitute for the services provided by the Ministry of Interior’s Population Authority offices throughout Israel, but are supplementary. Therefore, it is the responsibility of the travelers to check sufficiently in advance their travel documents and the period of validity of those documents. The payment for services provided at the airport is higher than for those provided at the Population Authority offices. The fees are updated from time to time and are publicized on the Immigration and Population Authority’s fee and payments website (in Hebrew).

Herzliya Marina - Intended for the docking of yachts. Border control services are provided on the basis of a call according to the entry into and exit of yachts from the territorial waters of Israel, seven days a week, subject to the marina's opening hours.

Tel Aviv Marina - Intended for the docking of yachts. Border control services are provided on the basis of a call according to the entry into and exit of yachts from the territorial waters of Israel, seven days a week, subject to the marina's opening hours. The marina is currently not open for international cruises.
Dov Airport - Intend for international flights according to the size and capacity of the aircraft. Border crossing services are provided during the airport's opening hours, Sunday-Thursday 07:00-23:00, Friday and Saturday 07:00-19:00.

Southern (Ashdod and environs) crossing points

Information may be obtained from the voice telephone answering service - 08-8512300 - which operates Sunday-Thursday 24 hours a day, on Friday and the eve of holidays until 20:00, and on Saturday from 07:00.

Ashdod Port - Intended for commercial sea vessels and for passenger ships. Border crossing services are provided 24 hours a day, seven days a week.

Ashkelon Marina - Intended for the docking of yachts. Border control services are provided on the basis of a call according to the entry into and exit of yachts from the territorial waters of Israel, seven days a week.

Ashkelon-Eilat pipeline - Intended for ships bringing energy products. Border control services are provided Sunday-Thursday 07:00-22:00, Friday-Saturday 07:00-14:00 and on the basis of a call.

Erez crossing point - Intended for foreigners only, and for Israelis with special authorization. Operates Sunday-Thursday 07:30-16:00, and Friday 07:30-14:00.

Nitzana crossing point - This crossing point between Israel and Egypt is intended primarily for the movement of goods and serves also as a crossing point for diplomats and persons with special authorization. Border crossing services are provided Sunday-Thursday 08:00-14:30.

Nevatim Airport - Intended only for international military flights.

Eilat and environs crossing points

Information may be obtained from the voice telephone answering service - 08-6379733 - which operates 24 hours a day.

Rabin (Arava) crossing point - This crossing point between Israel and Jordan is intended for Israeli citizens and foreigners. Border crossing services are provided Sunday-Thursday 06:30-20:00, and Friday-Saturday 08:00-20:00.

Eilat Airport - Intended for international flights according to the size and capacity of the aircraft. Border control services are provided according to advance coordination and in keeping with the expected flight schedule.

Eilat Port - Intended for the docking of commercial sea vessels and passenger ships. Border control services are provided 24 hours a day, seven days a week.

Taba border crossing point - This crossing point between Israel and Egypt is intended for Israeli citizens and foreigners. Border control services are provided 24 hours a day.

Ovda Airport - Intended for international flights. Border control services are provided according to advance coordination and in keeping with the expected flight schedule.

External links:

- Israel Airports Authority – Land Border Crossings
- Population and Immigration Authority
1. Measures aiming to Facilitate the Cross-border Movement of Relief and Essential Supplies

1.1 Establishment of a designated working group aimed to address challenges given the Covid-19 situation and for facilitation purposes. The group has made available contact details of relevant customs officials in order to support the trade community.

1.2 Giving preference in the clearance and reduction of physical checks of medical supplies and other essential goods as appears in the HS classification reference list composed by the World Customs Organization (WCO) together with the World Health Organization (WHO).

1.3 At these times, Israel Customs' paperless procedures allow to streamline commerce electronically. This includes import declarations that are transmitted to Customs prior to the arrival of the goods into Israel as about 95% of which are cleared within 20 min from the time of transmission.

1.4 In terms of enforcement, in case of a violation of customs regulations, currently Israel Customs only detains goods upon necessity as we avoid severe enforcement measures as stated in the law such as seizures of goods or foreclosure of bank accounts.

2. Measures aiming at Supporting the Economy and Sustaining Supply Chain Continuity

2.1. As part of the collaboration with countries with which Israel has a Free Trade Agreements (FTA), certificates of origin are accepted electronically as Israel Customs currently waives the obligation to arrive physically and to submit the original certificate to Customs.

2.2. With regards to ATA Carnet, Israel Customs prolonged their validity automatically as it is understandable that the goods cannot be taken out of Israel as long as the current situation is in effect. No payments or no taxes are required for this prolongation.

2.3. In terms of legality of importation, the validity of licenses and permits was extended.

3. Measures aiming at Protecting Customs administrations’ Staff

3.1. With regards to protection of employees, Israel Customs is instructed by the Ministry of Health and the Civil Service Commission follow the below measures:
• At the headquarters, as of this week of 4 May 2020, all employees are allowed to come to the office following the rules of the past month: only 25% of the employees was allowed to do so.
• Employees are requested to avoid gatherings and to wear masks at all times.
• Meetings take place electronically using the Zoom application.
• Employees, who are regarded at risk, in case of exposure to the Coronavirus, are allowed to work from home.
• Every day, before coming to work, employees are requested to complete an online statement as to their physical state (how are they feeling, had they been exposed to a person infected with the Coronavirus, is their body temperature normal, do they exhibit any symptoms related to the virus, etc.)
• Before entering our facilities, employees have their temperature checked by the security officer.

4. Measures aiming at Protecting Society

4.1. Customs placing great emphasis on inspection of goods to make sure this situation is not exploited to import counterfeit goods that may harm society. Medical suppliers are especially being checked using our profiling system.

4.2. Israel Customs has a close collaboration with the Ministry of Health and the Population and Immigration Authority of the Ministry of Interior to protect the society.