



Border Force

Communications for eGate exceptions

eGate exception stakeholder information for short term study (under 3 months), Tier 5 Creative and Sporting CoS holders and Paid Permitted Engagements

Important communications required for eGate exceptions

The eGate expansion is well underway and following initial feedback regarding some eGate exception travellers not receiving the stamp they need to undertake the activities they've come to do, we are getting in touch with a number of partners to ask for their help in communicating the key messages for eGate exception travellers.

Who are eGate exception travellers?

These are a small group of travellers who can't use the eGates as they need to obtain a stamp to do the activities they are coming to the UK to do, this includes:

- short-term students (for up to six months) or
- holders of Tier 5 Creative and Sporting Certificate of Sponsorship (up to 3 months) or
- those due to undertake a Permitted Paid Engagement
- family members of an EEA national seeking to join them in the UK

Other travellers coming to the UK who hold an Entry Clearance in advance of arrival or a Biometric Resident Permit (BRP) are **NOT eGate exception travellers** and **they CAN use the eGates**.

This pack contains:

- [A new document for stakeholders/sponsors to give to their customers/clients to help them to receive their passport stamp on arrival into port](#)
- [Social media and online promotional materials to use to raise awareness to your customers](#)
- [An overview of what communications are in place to promote the relevant information to eGate exception travellers](#)

Important NEW visual aid for eGate exceptions travellers to show to request a passport stamp in port

In response to feedback from stakeholders about their customers/client's not being able to obtain the passport stamp they need in port, we have created a visual aid that can be used.

[Download the 'Request a passport stamp' visual aid document](#)

Please provide your customers/clients with this document for them to present to airport staff or a Border Force Officer in obtain their passport stamp. This can be presented to staff either printed or shown on a mobile device.

This is an optional visual aid, to help travellers, especially those who make not speak English as their first language, to obtain their passport stamp they need.

Please note: Travellers can also request to see an officer without this document

We are making port staff and Border Force Officers aware of this visual aid and increasing awareness of eGate exceptions through additional training ahead of the summer.

This document can be provided to any eGate exception travellers including:

- short-term students (for up to six months) or
- holders of Tier 5 Creative and Sporting Certificate of Sponsorship (up to 3 months) or
- those due to undertake a Permitted Paid Engagement



Social media toolkit for use

Social media assets available



Creative and Sporting specific animation

An animation which explains that sports people and creative workers from these seven countries need to see an officer and get a stamp upon arrival if they are staying up to three months



Short-term student specific animation

An animation which explains that short term students from these seven countries need to see an officer and get a stamp upon arrival



eGate eligibility animation

This animation shows who can and can't use eGates

[Download the animations and social media posts here](#)

Please include this link:
www.gov.uk/border-force/fastertravel

eGate exceptions communications overview and feedback

We have been and will continue to communicate with exception travellers and stakeholders about this matter including:

- Creating specific guidance and communication materials that are tailored to the needs to exception stakeholders and their customers/clients. This includes translated information and digital/animations available in a variety of languages.
- Working with education, industry and business stakeholders to make them aware and to keep them informed about the expansion of eGates and the need for specific travellers to obtain a stamp on their arrival.
- Providing training information, briefing packs and tailored eGate exception communication toolkits which have been distributed to over relevant 2,500 stakeholders
- Working with overseas stakeholders, Embassies and High Commissions to make them aware of who can and can't use the eGates
- Providing eGate exceptions information to airlines so they can communicate this information during flights this includes by showing our eGate animation to customers, articles for in-flight magazines and through on board announcements.
- All 15 eGate ports display a range of eGate exception signage and passenger education materials
- Staff training has been delivered across ports and will continue ahead of the summer to make sure eGate exceptions is a prominent part of the training.

Feedback

If you have any feedback for how we can improve communications for eGate exceptions, please get in touch by emailing portinformation@homeoffice.gov.uk

eGate exception signage in our ports

We have a range of signage in place across national ports which provides information for eGate exception travellers.

We are asking ports to review and increase their eGate exception signage ahead of the summer.

We have provided staff training information to ports, and will ask for the training to be used again, to train any new staff employed for the summer.

We will also continually review our signage and communication activity to see what else we can do to improve in the future.



Signage in Heathrow

Border Force

Are you coming to the UK for short term study or certain types of work?

If you are a national from Australia, Canada, Japan, New Zealand, Singapore, South Korea or the USA, and coming to the UK:

- as a short-term student (for up to six months)
- with a Tier 5 Creative and Sporting Certificate of Sponsorship (for up to 3 months)
- to carry out Permitted Paid Engagements
- to accompany or join an EEA national family member in the UK.

Please see a Border Force officer when you arrive at passport control as you will need a stamp in your passport to carry out the activities you are coming to do.

Border Force

Who needs a passport stamp?

Passport stamps are only needed for citizens coming to the UK:

- for short-term study (for up to six months) or
- with a Tier 5 Creative and Sporting Certificate of Sponsorship (for up to 3 months) or
- for Permitted Paid Engagements or
- to accompany or join an EEA national family member.

If they are from these countries:

Please don't use the eGates and follow signs for 'See an officer' to get your passport stamped so that you can carry out the activities you are coming to do.

Border Force

Did you need to get your passport stamped?

Passport stamps are **only** needed for citizens coming to the UK:

- for short-term study (for up to six months) or
- with a Tier 5 Creative and Sporting Certificate of Sponsorship (for up to 3 months) or
- for Permitted Paid Engagements or
- to accompany or join an EEA national family member.

If they are from these countries:

If you have used the eGates in error, please speak to a Border Force officer before you leave the airport.

You will need a passport stamp to carry out the activities you are planning to do.

Thank you

Example of signage available for display in ports

eGate exception communications for airlines

We have provided a range of eGate communication materials to airlines to use this includes:

- Staff training information and aids
- eGate animations to show during flights
- eGate eligibility leaflets to give to customers
- Scripts for on board announcements
- Information for in-flight magazines
- Translated information for those who may not speak English as their first language
- Digital and social content to use on their customer communication channels



Border Force

Use the eGates for faster and secure entry to the UK

Millions more travellers can now use the eGates on arrival into the UK - can you?

The UK Government has expanded the use of eGates at airports to nationals of Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America.

The majority of nationals from these seven countries will be eligible to use the eGates.

But there are exceptions including:

- those travellers with children under 12;
- those travelling with a National Identity card;
- those coming to the UK for short term study or certain types of work.

Please read the eGate exceptions section on the back of this leaflet.

You can use the eGates if you are:

- A citizen of:
UK, Australia, Canada, Japan, New Zealand, Singapore, South Korea, USA
- Your passport has this symbol
- You are 12+ (those aged 12-17 must be accompanied by an adult)
- You don't need a stamp in your passport

eGate exceptions

Some travellers shouldn't use the eGates due to the nature of their visit as they require a specific grant of leave to enter the UK which is given as a passport stamp by a Border Force officer on arrival.

Are you coming to the UK for short term study or certain types of work?

Please see an officer to get your passport stamped if you:

- Are a citizen of Australia, Canada, Japan, New Zealand, Singapore, South Korea or the USA
- Are coming for short term study (for up to six months)
- Have a Tier 5 Creative and Sporting Certificate of Sponsorship (up to 3 months)
- Are due to carry out Permitted Paid Engagements
- Are a family member of an EEA national seeking to join them permanently in the UK.

Travellers with young children or National Identity cards

If you are travelling with children aged under 12 years or with your National Identity card please see an officer on your arrival.

What you should do on arrival

Please don't use the eGates and follow signs for "See an officer" when you arrive at the airport.

You must see a Border Force officer to get your passport stamped so that you can carry out the activities you are coming to the UK to do.

Please don't leave the airport without your passport stamp.

Visiting the UK as a visitor or with a visa?

If you are coming to the UK as a visitor or with a visa as a citizen of Australia, Canada, Japan, New Zealand, Singapore, South Korea or the USA - you won't need a stamp and can use the eGates.

Landing cards no longer required. You will no longer need to complete a landing card when coming to the UK.

Visit gov.uk/border-force/fastertravel for more details.
#knowbeforeyougo

