



Important information

A guide to filling in your passport application form

Please keep this guide until you have received your new passport


Home Office
Identity & Passport Service

You must keep a note of the barcode number from the front of your application form. If you use the post office Check & Send service or apply in person at a passport office, you must keep a note of the barcode number printed on your receipt. You will need this number if you want to track the progress of your application once you have sent it to us.

Barcode number



Check & Send Service

Get your passport application right with Check & Send

For a small charge, this exclusive Post Office® service will:

- Check your application form is correctly completed
- Ensure you've included the right documents and photos
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Introduction

This guide gives you information to help you fill in your passport application form. For information on passport fees please call the automated 24-hour passport-fees line on 0300 222 1999.

Please keep this guide until you have received your new passport.

The passport application form is split into 10 sections. The form includes some instructions on how to fill it in. This guide provides extra information on each section. If you need more help or advice, please phone us on **0300 222 0000** or visit our website at www.direct.gov.uk/passports.

Before you start

Every year, 250,000 passport applications (over 10% of application forms sent by post) get rejected or delayed because of simple mistakes. Follow the guidelines below to help avoid delays.

- 1 Use a **black** ballpoint pen to fill in your application form. Do not use a felt tip, fountain pen or fibre-tip pen.
- 2 Black out any minor mistakes with a pen. Do not use correction fluid.
- 3 Send us original documents. We do not accept photocopies of documents or documents that have been laminated. (We do accept laminated documents for a change of name.)
- 4 Make sure you provide the necessary information and correct documents, or we may ask for more evidence. If you need to send a **full** birth certificate, this is one that contains the details of both you and your parents.
- 5 If you forget to enclose something, do not send extra documents separately. We will contact you to let you know what to do.
- 6 To replace British documents, contact your local authority's Registrar for Births, Marriages and Deaths. To replace documents issued abroad, contact the relevant embassy or consulate.
- 7 If any document you are providing is in a language other than English or Welsh, also provide an official translation. This must be signed and stamped by the official translator to prove it is genuine.
- 8 If you are applying for passports for other members of your family, send all your applications in one envelope.
- 9 Use section 8 or attach a separate piece of paper to your form if you need to add more information. **Make sure you sign this piece of paper.**
- 10 Send us photographs that meet the standards set out on pages 16 to 17.
- 11 Ask the person acting as your countersignatory to put their initials next to any mistakes they make in section 10.
- 12 Make sure you keep a note of the barcode number from the front of your application form. If you use the Check & Send service or apply in person at a passport office, you must keep a note of the barcode number printed on your receipt. You will need this number if you want to track the progress of your application once you have sent it to us. You can use the space on the front cover of this guide to make a note of this number.
- 13 Make sure you send the correct fee. Please call the automated 24-hour passport-fees line on 0300 222 1999 for details of the current passport fees.

If you need more help filling in this form:

- call the Passport Adviceline on 0300 222 0000 (calls to this number will be charged at your network provider's national rate);
- visit our website at www.direct.gov.uk/passports;
- ask your local post office if they offer the Check & Send service (there is a fee for this service); or
- call the automated 24-hour passport-fees line on 0300 222 1999 for details of the current passport fees.

You can also:

- ask for large-print, Braille or audio versions of this booklet by calling our Passport Adviceline (you will still need to fill in the standard-printed version of the application form);
- use a textphone by calling 0300 222 0222 (if you are deaf or hard of hearing);
- use Typetalk (dial 18001 0300 222 0000 from specialist textphone equipment); or
- fill in your passport application form online at www.direct.gov.uk/passports.

Our turnaround times for issuing passports are not guaranteed. Do not book any travel arrangements until you have received your new passport. We cannot accept any responsibility for travel you book before you have received your new passport.

Section 1

What type of passport are you applying for?

There are a number of types of passport which you can apply for. Put a cross in the relevant box to show what type of passport you are applying for.

Renewal

You can renew your passport whenever you want. You do not have to wait for it to run out. We can add any period that your passport has left to run, in whole months up to nine months, to your new passport. If your old passport was issued for one year or less, please call our Passport Adviceline before you apply. On your new passport we will not include any children who were previously included on your current passport. They will now have to apply for their own passport.

'Adult' tick box

Put a cross in this box if you are 16 or over, or if you are a child who is likely to become 16 before we issue your new passport, and you have a fully valid passport which:

- you want to renew;
- is not damaged; and
- does not need to have any details changed.

In this case you only need to **fill in sections 2, 3 and 9** of the form and send it back to us together with your current passport, two recent photos and the correct fee. You will not normally need to provide extra supporting documents. Your form will not need to be countersigned (see page 13) and your photographs will not need to be signed unless your appearance has changed considerably since your current passport was issued.

'Child' tick box

Put a cross in this box if the passport is for a child under 16. Then **fill in sections 2, 3, 4 and 9** of the form. You must also fill in section 6 if the child is aged 12 to 15.

If the child is 11 or younger, the form will need to be countersigned (see page 13) and **one** of the child's photographs will need to be signed. In this case the person countersigning the photo must fill in **section 10**.

If the child is aged 12 to 15 years, the form will not need to be countersigned unless their appearance has changed considerably since their current passport was issued. If the child is likely to become 16 before we issue their passport, fill in the form as though they were 16 (that is, tick the 'Adult' box) and send us the fee for an adult's 10-year passport.

You must send the child's current passport, two recent photos and the correct fee with the application. You will not normally need to provide extra supporting documents unless there is a court order applying to the child. Please send us any court orders for the child that relate to parental responsibility, residence, contact or taking the child outside the UK.

A person with parental responsibility must give their permission for us to issue the child's passport. Please read 'A child's first passport' on page 8 for information on who can give permission.

Your first British passport

If you have never had a British passport before, or you were previously included as a child on someone else's passport, tick either the 'Adult' box or the 'Child' box, whichever is appropriate.

'Adult' tick box

Tick this box if you are 16 or over, or will be 16 by the time we issue your passport. You must then **fill in sections 2, 3, 4 and 9**. You must also fill in **section 5** if it applies. The person countersigning your form must fill in **section 10** and sign one of your passport photographs.

You will probably need to have an identity interview (see page 9). If you were born on or before 2 September 1929, you may not need to have an identity interview.

If you are getting married or forming a civil partnership (a legal arrangement that gives same-sex partners the same legal rights as a married couple), and you plan to go abroad shortly after the ceremony, we can issue your passport in your new name up to three months beforehand. The passport will only be valid from, and so can be used after, the date of your ceremony. To apply for a passport in this instance you will also need to send a 'Post-date' form (PD2) with this application. The person who will perform the ceremony should fill in part 1 of the PD2 and you should fill in part 2 (using your current —not future— name and signature). You can get a PD2 form from post office branches that offer the Check & Send service, any passport office, through the Passport Adviceline or on our website.

'Child' tick box

Put a cross in this box if you are applying for your child's first passport. You must then fill in **sections 2, 3, 4 and 9**. Also fill in **sections 5 and 6 if they apply**. The person countersigning the form must fill in **section 10** and sign one of your child's passport photographs.

Note: A child passport is valid for five years.

A child under 16 must have permission from a person with parental responsibility. If a child's parents are married, either parent can give permission. If a child's parents are divorced, but they were:

- married at the time of the child's birth (or, for those living in Scotland, when the mother became pregnant); or
- married at any time after the child's birth;

either parent can give permission unless a court has made an order about parental responsibility or about the child having a passport. Any such court order must be sent with the application. (A custody order or maintenance order does not automatically take away the other parent's parental responsibility.)

If the child's parents are not married, the mother can give permission. The father can give permission in the following circumstances only.

- If he has a parental responsibility order or agreement (which must be sent with the application).
- If he is named on the birth certificate (which must be sent with the application), and the birth was jointly registered on or after:
 - 15 April 2002 in Northern Ireland;
 - 1 December 2003 in England and Wales; or
 - 4 May 2006 in Scotland.

With the application you must send any court orders that deal with parental responsibility. If another adult is acting as a parent, we will need proof of this. If the child is in care or is living with foster parents, we may need permission from the local authority before we can issue a passport to the child. Please phone the Passport Adviceline or visit our website if you need more advice, or if the person with parental responsibility is not available to give their permission.

Note: for a child to get their own passport, their details must be removed from all British passports they are included on. When sending in the child's application form, please include the passports they are on so we can officially remove the child's details. Also, if a passport has already been issued to a child following an application made by one parent, the other parent or anyone else with parental responsibility cannot apply for a separate passport for that child.

Replacement

Put a cross in the 'Adult' or 'Child' box, whichever is appropriate, if you are applying to replace a passport that has been lost, stolen or damaged. Then fill in **sections 2, 3, 4 and 9**. The person countersigning your form must fill in **section 10** and sign **one** of your passport photographs.

You must also send us form LS01 if your passport has been lost or stolen. It is essential that you do this so we can prevent anyone else from using your passport and maybe your identity. You can get an LS01 form from post office branches that offer the Check & Send service, any passport office, through the Passport Adviceline or on our website.

We may need to ask you to send more documents, such as a birth certificate or marriage certificate. When we receive your LS01 form we will cancel your lost or stolen passport. **If you later find this passport, you must return it to us. You will not be able to use it for travel or identification purposes, and you may be held by immigration or police authorities if you try to do so.** Any passport which is found and returned to IPS by a third party will be destroyed for security reasons.

Note: you must report the theft of your passport to the local police. They will give you a crime reference number which you must give in the LS01 form.

Extension

Put a cross in the 'Adult' or 'Child' box, whichever is appropriate, if you are applying to extend your passport to a full 10-year passport. Then fill in **sections 2, 3, 4 and 9**. You should also fill in **section 6** if it applies. You can apply for an extension if you hold a passport that is valid for one year or less.

Changes to your existing passport

Put a cross in the relevant box if you want to change your name, photograph or nationality shown in your passport. Fill in **sections 2, 3 and 9**. You should also fill in **section 6** if it applies.

You will need to provide proof of your change of name or nationality. If you have changed your name more than once, we will need to see proof to support every name change.

Note: a child's name cannot be changed without the permission of everyone with parental responsibility. Please phone the Passport Adviceline or visit our website if you need more advice, or if the person with parental responsibility is not available to give their permission.

Change of name for newly-weds and new civil partners

If you will be changing your name when you get married or form a civil partnership (a legal arrangement that gives same-sex partners the same legal rights as a married couple), and you plan to go abroad shortly after the ceremony, we can issue a passport in your new name up to three months beforehand. The passport will only be valid from, and so can be used after, the date of your ceremony. Your old passport will be cancelled and you will no longer be able to use it for travelling. To apply for a passport in this instance you will also need to send a 'Post-date' form (PD2) with this application. The person who will perform the ceremony should fill in part 1 of the PD2 and you should fill in part 2 (using your current —not future—name and signature). You can get a PD2 form from post office branches that offer the Check & Send service, any passport office, through the Passport Adviceline or on our website.

Secure Delivery

The passport fee includes the cost of sending you your new passport by Secure Delivery. Your supporting documents will be sent back to you separately by normal second-class post. Put a cross in this box if you want us to send your supporting documents back to you separately by Secure Delivery (there is an extra fee for this). The documents you send with your application are valuable so we advise you to pay for them to be sent back to you by Secure Delivery.

In certain postcode areas you will need to sign for your passport. If you do and you are not at home when the delivery company tries to deliver your passport, they will leave a calling card for you to arrange delivery at a convenient date. If the delivery company cannot get access to your property to deliver your passport, a calling card will not be left and a notice of failed delivery will be sent to you by normal post. Our Secure Delivery company do not recognise any mail re-direction arrangements that you may have made with Royal Mail.

Most passports are delivered by couriers using technology that records the address, time and date of the delivery along with a photographic image of the property the passport is delivered to.

Our couriers only routinely deliver from 08.00 to 18.00 from Monday to Friday. Collections can also be arranged from our couriers nationwide network of collection points from Monday to Friday. Collections from regional passport offices can be arranged during normal opening hours from Monday to Saturday. Timed deliveries or redeliveries can be arranged with our courier from Monday to Saturday, however there will be an additional charge dependent on where you live that will apply.

Note: we will not provide compensation for any loss or delay resulting from us returning your documents by second-class post when you have not asked for Secure Delivery. Also, we cannot replace any documents that you report as missing six months after the passport has been issued.

48-page passport

Put a cross in this box if you want to apply for a 48-page passport instead of a standard 32-page passport. These passports are for frequent travellers and are not available for children. A 32-page passport should normally be enough for travel over a 10-year period.

Braille sticker

Put a cross in this box if you would like us to put a Braille sticker with the word 'Passport' on your passport.

How to fill in the application form

Please fill in the form correctly.
If you fail to do so, your application will not be valid.

Put a cross (X) in the relevant box.

Use one box for each letter and leave an empty box between names or words.

First names

JOHN STEPHEN

Please use a **black ballpoint pen**. We cannot scan any other colour and so will ask you for a new form if you do not use black ink. You should black out any minor mistakes with a pen. Do not use correcting fluid. Minor mistakes in section 10 must be initialled by the countersignatory.

Signature - (keep within the border)



Identity interviews

If you are 16 or over, or likely to become 16 before we can issue your passport, you are likely to need to have an identity interview. The interview will help us to confirm your identity and that the passport application we have checked actually belongs to you. The interview is an important part of our commitment to help to reduce identity fraud. It supports our mission of 'safeguarding your identity'. It will help us to spot and prevent other people using your identity and committing fraud in your name. Sadly, this is a growing crime with distressing consequences for its victims.

You should send us your application form in the normal way. We will then write to tell you how to make an appointment for an identity interview. This new process will increase the time it takes for your application to be processed, and you should allow up to six weeks for your passport to be issued.

Making an appointment

When you receive your letter asking you to make an appointment, you should call the appointment booking line on the number provided in the letter. When you call you will be told which offices are most convenient for you. (Details of offices are shown on the website at www.direct.gov.uk/passports/interviewoffices.)

You can make your appointment for an interview at any interview office, but you cannot have an interview on the day you phone. Not all interview offices are open every day, so ask for the opening hours when you book.

When making an appointment, please let us know if you have any particular needs for your interview. For example, tell us if you:

- have a severe disability which you believe will prevent you from attending or taking part in an interview;
- need a sign language interpreter (a qualified person will be provided by us);
- need a hearing loop;
- need a carer or parent to be present during the interview;
- need wheelchair access; or
- need privacy because you do not want to uncover your face in public. (You will need to have your face uncovered during your interview.)

Changing your booking and missing your interview

If you cannot get to your interview, please tell us as soon as possible by phoning the number shown on your letter. If you miss a booked interview without giving us at least 24 hours' notice, we may withdraw your application. You will then have to apply again by filling in a new application form and sending it with new countersigned photographs. If you cancel your interview on the day of your appointment, you will not be able to book another interview until at least 24 hours afterwards.

At the interview

The interview will usually take 30 minutes. However, some interviews may take longer. You do not need to bring any documents to the interview, but you should bring your appointment invitation or confirmation letter as it will have your unique reference number on it. A relative, friend or representative may come with you to the interview office, but they will not be allowed to sit in on your interview (unless agreed with us beforehand). If the interview office is very busy, your companion may have to leave. If possible, do not bring children to the interview office.

Arrival

You should arrive 10 minutes before your appointment. If you arrive before this time, we may ask you to leave and return at your scheduled time.

If you arrive late and miss your appointment, we cannot guarantee to see you that day. You may have to book another interview.

When you arrive at reception we will check that you look like the photograph you included with your application. You will also be asked to confirm some basic information given on your application. If we cannot identify you from the photograph you included with your application, or your answers do not match the information given on your application form, we will not be able to interview you that day. If this happens, we will tell you what you need to do before you book another interview appointment.

What you will be asked at the interview

You will be asked to confirm basic information about yourself, including information that someone trying to steal your identity may not know. Our questions will be based on information you give in your application form and from our searches of public and private-sector databases, including credit reference agencies. The questions we ask will not be the same at every interview.

We will record the interview for quality and review purposes and to help us make a fair decision. We may use the recording for training purposes and we will destroy it after we have issued your passport.

We cannot tell you at the interview if your application is successful as we will need to carry out some final checks before a decision can be made.

Section 2

Who is the passport for?

You need to do the following.

- Tick the relevant box to say whether you are a Mr, Mrs, Miss or Ms. If you have a different title (for example, Doctor or Sir), write that title in the boxes provided.
- Give your surname, first names (in full) and previous names in full. If you are getting married or forming a civil partnership (a legal arrangement that gives same-sex partners the same rights as a married couple), and you want your passport to be in your new name, the surname you give in this section should be your new name. You will need to provide proof of any change of name.
- Give your full address. This must be a UK address. If you have changed address within the last three years, please give us details of your previous addresses in section 8 of the form.
- Give your date of birth (the date, then month, then year).
- Tick the relevant box to say whether you are male or female. This must be as shown on your birth certificate.
- Give the names of the town and country you were born in.
- Give contact phone numbers and your email address (if you have one). This is important as we may need to ask you for more information. If one of the numbers you give is a mobile phone number, this will help us as we may need to contact you to arrange the Secure Delivery of your passport. Your application may be delayed if you do not give us a contact number.

If you live abroad, you can contact your nearest embassy, consulate or high commission. Or you can book an appointment to apply for your passport in person while visiting the UK. You will need to provide a UK address we can deliver your new passport to. We do not currently accept applications by post or email if you live abroad.

Section 3

Have you had or been included on any sort of passport before?

In this section you must give details of your current passport (if you have one), and any previous, lost or stolen passports. This includes passports you are included on or were included on (for example, as a child) and passports issued by other countries. With your application you must send us any passport which is current or which is no longer valid but has not been replaced. If you don't, this will delay your application.

Section 4

Parents' details for all first-time customers (including adults) and all children under 16

You must fill in this section if:

- you are applying for your first adult passport;
- the passport you are applying for is for someone aged 16 or under; or
- you are applying to extend your passport or replace a passport that has been lost, stolen or damaged.

Give all the details for both parents of the person named at section 2 of the application form.

If both parents were born after 31 December 1982, or were born outside the UK, in section 8 of the application form you must give either:

- the full name, town, country of birth and date of marriage of your mother's parents and your father's parents; or
- details of your parents' claim to British nationality.

Section 5

Certificate of registration of naturalisation

Fill in this section if the person named in section 2 of the application form has been granted a certificate of registration or naturalisation by the Home Office.

Section 6

Children aged 12 to 15

If the passport is for a child aged 12 to 15, or a child who is likely to become 12 before we can issue their passport, the child must sign this section. This signature will appear in the passport as a security feature. (The person giving permission as a parent must still sign section 9 of the application form.)

If your child cannot sign the form

If you are applying for a child aged 12 to 15 who cannot sign section 6 of the form, you should:

- leave this section blank; and
- use section 8 to explain that the child cannot sign.

We will 'endorse' the passport so it says that the holder's signature is not needed.

Section 7

You do not need to fill in this section. We have left it blank for a reason so do not write in this area.

Section 8

More information

Fill in this section to give us any extra information we need. For example, if you need to tell us:

- your grandparents' details;
- details of your previous address or of an alternative address (please write 'previous' or 'alternative' before the address details);
- that you have already sent us an LS01 form;
- how your passport was damaged
- your Typetalk phone number; or
- your preferred method of communication if you are blind or partially sighted (for example, by phone or in large print).

Section 9

Declaration

If you are 16 or over and are:

- applying for your own passport; or
- applying for a passport for the child named in section 2;

you must read paragraphs 1 to 8, then sign the large signature box and insert the date at the end of this section. This signature will appear on the passport as a security feature.

If you are applying for a child named in section 2, you must also give your full name (title, first name and surname).

Note: if a child is likely to become 16 before we can issue a passport, the child should fill in the application form as if they were 16 and sign and date section 9 of the application form.

We no longer need a person with parental responsibility to sign the application form for 16- or 17-year-olds. However, if the 16- or 17-year-old has a learning disability and cannot understand the consequences of signing the declaration at section 9, someone with parental responsibility will need to give their permission. Please phone the Passport Adviceline for details of the information we will need from you.

If you cannot sign the application form

If you have (or someone you are helping has) a disability that means you (or they) cannot sign the application form, you should call the Passport Adviceline on 0300 222 0000.

Section 10 Countersignature

Someone else needs to sign applications:

- for first passports;
- to replace a lost, stolen or damaged passport;
- to renew a child's passport (if the child is aged 11 or under); or
- to renew or extend a passport if you cannot be recognised from the photograph in your current passport.

This is known as 'countersigning' and the person who countersigns your application is known as a 'countersignatory'.

You must fill in the application form in full, including signing and dating section 9, **before** the person acting as your countersignatory fills in and signs section 10 of the application form.

Who can be a countersignatory?

The person acting as your countersignatory must:

- be a professional person (including those who are retired) or a person of standing in the community (for example, bank or building-society officials, police officers, civil servants, ministers of religion and people with professional qualifications – teachers, accountants, engineers, solicitors and so on);
- have known you for at least two years;
- live in the UK;
- hold a current British or Irish passport;
- fill in section 10 of the application form, giving his or her passport number;
- give their business address and contact details; and
- 'certify' one (not both) of your photographs by writing 'I certify that this is a true likeness of (your full name including title)' on it and also signing and dating it.

They must not:

- work for the Identity and Passport Service;
- be related to you (by birth or marriage);
- be in a personal relationship with you (this includes a same-sex relationship); or
- live at your address.

If the application is for a child under 16, the countersignatory must confirm that they have known the adult who signed the declaration at section 9 of the application form for at least two years, and certify the photograph (stating the child's full name).

We will check that the countersignatory is genuine. Make sure that your countersignatory knows we may contact them. In some cases, we may need proof of their identity. We may ask you to provide another application form with a different countersignatory if we are not satisfied with your choice of countersignatory or we cannot contact them.

Table of supporting documents for a first passport

A birth certificate is not absolute proof of your identity. We may ask for other documents (for example, your driving licence, medical card, National Insurance card or benefit book). Your **full** birth certificate is one that contains the details of both you and your parents.

If your name is different from that shown on your birth certificate or nationality document, we need to see proof of every change of name. If a court order applies to your child, please also read the information on page 8 about applying for a child's passport.

If you were born or adopted in the UK before 1 January 1983

Your birth or adoption certificate

If you were born or adopted in the UK after 31 December 1982

Your full birth or adoption certificate and either of the following

- Evidence of your mother's claim to British nationality (by giving her British passport number at section 4 of the application form or by providing her birth certificate, or Home Office certificate of registration or naturalisation, with the application)
- Evidence of your father's claim to British nationality (by giving his British passport number at section 4 of the application form or by providing his birth certificate, or Home Office certificate of registration or naturalisation, plus his marriage certificate, with the application)
- Evidence of one parent's immigration status at the time of your birth (either your mother's passport or your father's passport and marriage certificate)

If you were born or adopted in the UK after 1 July 2006

Your full birth or adoption certificate and either of the following

- Evidence of your mother's or father's claim to British nationality (by giving their British passport number at section 4 of the application form or by providing their birth certificate, or their Home Office certificate of registration or naturalisation, with the application)
- Evidence of one parent's immigration status at the time of your birth (either your mother's or your father's passport).

Note: you do not need to send your father's marriage certificate. If your parents were born after 31 December 1982, we may ask for extra documents relating to your parents or grandparents.

If you were born outside the UK before 1 January 1983

Either of the following

- Your full British consular or high-commission birth certificate and the passport you entered the UK with
- Your full birth certificate, your parents' marriage certificate, your father's birth certificate or Home Office certificate of registration or naturalisation, and the passport you entered the UK with

Note: you cannot claim British nationality through your mother.

If you were born outside the UK after 31 December 1982

Either of the following

- Your full British consular or high-commission birth certificate and the passport you entered the UK with
- Your full birth certificate, the passport you entered the UK with, and either your mother's birth certificate or Home Office certificate of registration or naturalisation, or your father's birth certificate or Home Office certificate of registration or naturalisation and his marriage certificate

If you were born outside the UK after 1 July 2006

Either of the following

- Your full British consular or high-commission birth certificate and the passport you entered the UK with
- Your full birth certificate, the passport you entered the UK with, and your mother's or father's birth certificate or Home Office certificate of registration or naturalisation.

Note: you do not need to send your father's marriage certificate. If your parents were born after 31 December 1982, we may ask for extra documents relating to your parents or grandparents.

If you are a British national after getting a Home Office certificate of registration or naturalisation

The passport you entered the UK with and your Home Office certificate of registration or naturalisation.

Note: do not confuse your certificate of registration or naturalisation with any ceremonial certificate you may have been given at the same time.

British Overseas Territories Citizen

Your birth certificate and your current passport

Photo standards

With all applications, you must include two copies of a recent photograph. The photograph must meet internationally agreed standards and must be a true likeness of you.

The photograph must:

- be in colour, not black and white;
- be taken within the last month;
- be 45 millimetres (mm) high x 35 millimetres (mm) wide (do not trim your photographs to meet this condition);
- be a close-up of your head and shoulders with a recommended head height (the distance between the bottom of your chin and the crown of your head) of between 29mm and 34 mm;
- be in clear and sharp focus, with a clear difference between your face and the background;
- be taken against a plain grey or plain cream background;
- be of you facing forward, looking straight at the camera;
- be printed on plain white photographic paper;
- be free from shadows;
- be taken with your eyes open and clearly visible (no sunglasses or tinted glasses and no hair across your eyes);
- show your full head, without any covering, unless you wear the covering for religious beliefs or medical reasons;
- be taken with nothing covering your face;
- be free from reflection or glare on your glasses, and the frames must not cover your eyes (where possible, we recommend that you remove your glasses);
- show you with a neutral expression and your mouth closed (no grinning, frowning or raised eyebrows);
- be of you on your own (no baby's dummy, toys or other people on the photo);
- be professionally printed;
- not be torn, creased or marked; and
- not have red-eye.

If your application needs to be countersigned at section 10, your countersignatory must certify only one of your photographs. The second photograph must be left blank.

Photographs for children aged five and under

The rules are relaxed slightly for children under the age of five. They do not need to have a neutral expression or to look directly at the camera. Also, babies under one do not necessarily need to have their eyes open. If the baby's head needs to be supported, your supporting hand must not be seen. All other photograph standards must be met.

Note: You must provide photographs of a suitable quality that keep to our guidelines. We will ask you for more photographs if the originals do not reach the necessary standard. This will delay your application. If you choose to use a professional photographer, please make sure that you are happy that the photographer knows the relevant standards, particularly that the photo will not show a white background once printed.

If you need more advice, or if you have a disability that means you cannot meet one or more of the standards, please visit our website at www.direct.gov.uk/passports or phone the Passport Adviceline on 0300 222 0000.



Acceptable



Acceptable



Acceptable



Unacceptable
Shows another person



Unacceptable
Dark tinted glasses and smiling



Unacceptable
Hair across face



The passport fee

The fee for your passport depends on the type of passport you are applying for, how you apply, and how quickly you need your passport. We cannot usually refund the fee if your application is unsuccessful or withdrawn. This applies to all types of passport applications.

For the latest information on fees, visit our website at www.direct.gov.uk/passports or call our automated 24-hour passport fees line on 0300 222 1999.

Note: if you were born on or before 2 September 1929 you can get a free standard 32-page 10-year passport when using our standard service. For Fast Track and Premium services you pay the difference between the standard passport fee and the fee for the Fast Track or Premium services.

The passport fee includes the cost of us returning your new passport by Secure Delivery, and returning your supporting documents separately by second-class post. You can pay an extra fee if you want us to return your supporting documents by Secure Delivery.

Note: we will not provide compensation for any loss or delay resulting from us sending your documents back to you by second-class post when you have not asked for Secure Delivery.

Our different services

The services we offer are as follows.

- Standard service – you normally receive your new passport within three weeks, but it can take longer during peak periods and up to six weeks for first passports. If you are applying for your first passport you need to use this service due to the extra checks we have to make. (**Note:** this service is not guaranteed.)
- Check & Send service – you normally receive your new passport within two weeks but it can take longer during peak periods and up to six weeks for first passports. (**Note:** this service is not guaranteed.)
- Premium service (by appointment only) – you are guaranteed to receive your new passport within one day. This service is only available if you are renewing your passport or making certain types of changes.
- Fast Track service (by appointment only) – you are guaranteed to receive your new passport within one week. This service is only available if you are renewing your passport, getting a first passport for a child or making certain types of changes.

Conditions of the Fast Track and Premium services

The guarantees for these services apply only if:

- your application is straightforward;
- you have filled in the application form properly and supplied all the necessary supporting documents.

If you supply incomplete information or we cannot confirm your eligibility from the documents you supply, your passport may be delayed.

How to send in your application

There are three ways to send us your application.

1. By post

Use the addressed envelope that comes with this pack. If you are applying for passports for other members of your family, please send all your applications in one envelope. The documents that you send are valuable, so you should send your application by Special Delivery or Recorded Delivery. We cannot accept responsibility for any applications and supporting documents you send by normal post.

2. Through the Check & Send service

This service is available at certain post office branches. You can find your nearest branch by visiting our website at www.direct.gov.uk/passports. You will need to pay the post office an extra fee for this service.

3. By appointment

Appointments are available from Monday to Saturday in our seven regional passport offices. You must book the appointment in advance by phoning the Passport Adviceline on 0300 222 0000. Appointments are only available if you are using the Premium or Fast Track services, both of which you must pay an extra fee for. You cannot apply by appointment if you are an adult applying for your first passport. Demand for appointments is usually very high. You cannot book appointments more than two weeks in advance.

When making an appointment, please let us know if you have any particular needs for your appointment. For example, tell us if you need:

- wheelchair access;
- a hearing loop; or
- access to quiet rooms if you have difficulty hearing or understanding due to background noise.

If you want someone to collect your passport for you, even if they have made the application for you, they will need to provide proof of their identity and a signed letter from you giving them permission to collect the passport. If the passport is for a child, the person who signed section 9 of the application form must sign the letter giving permission to collect the passport.

How to pay

You can pay by credit card or debit card (use the credit card or debit card instructions at the back of this guide if you are applying by post), cheque or postal order. If you are applying by appointment you can also pay in cash. **Do not** send cash in the post.

If you are applying in person, we will not accept cheques above the guaranteed limit of your cheque card. If you are paying for more than one application, we will treat it as one payment.

Make cheques and postal orders payable to **Identity and Passport Service**. Please write the barcode number from the front of the application form on the back of the cheque or postal order. (If the cheque or postal order is for more than one application, write the barcode numbers of all the applications on the back of that cheque or postal order).

If your bank does not pay the cheque to us, the passport will be cancelled and will no longer be valid for identity and travelling purposes. The British passport remains the property of The Crown, not the holder, and will be cancelled if the fee is not paid. This means that the passport record which is checked at borders will show that the passport has been cancelled and is not valid for travel.

If you are applying by the Check & Send service, you can pay by cash, credit card or debit card. You will need to pay the post office an extra fee for this service. You do not have to pay this extra fee if you were born on or before 2 September 1929.

How to contact us

For information on passport fees

Phone: **0300 222 1999** (A 24-hour phone service.)

Textphone (for customers who are deaf or hard of hearing): **0300 330 1111**.

Website

www.direct.gov.uk/passports (This website provides the most up-to-date information on most issues relating to passports.)

Passport Adviceline

0300 222 0000 (Calls to this number will be charged at the normal rate you pay for national calls.)

Note: we will not give information about your application to anyone phoning on your behalf if you are not present at the time of the call.

For customers who are deaf or hard of hearing

Textphone

0300 222 0222

Typetalk

18001 0300 222 0000

Note: if you are contacting us to check the progress of your application, you will need to give the barcode number from the front of your application form. If you use the post office Check & Send service or apply in person at a passport office, you will need to give the barcode number printed on your receipt.

Travel Advice

The Identity and Passport Service is unable to provide advice on county-specific travel. For detailed, up to date information please contact the Travel Advice Unit at the Foreign and Commonwealth Office. Advice includes information on passport validity, visa information and entry requirements, information on travel health, insurance and money.

Website: **www.fco.gov.uk/travel**

Phone: **08458 502 829**

Protecting your personal information

Your identity and personal information are valuable. We protect your privacy and process your personal information in line with the Data Protection Act 1998. Your personal information will only be seen by those who have a legitimate reason for seeing it. We will check the information you give us with other government departments and a credit-reference agency, to help us check your identity. Details about the personal information we hold, how we protect it, who we pass it to and how you can get a copy of the information we hold are given in our privacy statement on our website. You can get a printed copy of the information by writing to us at:

Disclosure of Information Section

Identity and Passport Service

Aragon Court

Northminster Road

Peterborough

PE1 1QG.

Service standards

We issue more than five million passports a year. We aim to provide a high level of service to all our customers, but sometimes things go wrong.

- We welcome useful comments and complaints, as they help us to improve our service.
- We have a disability equality scheme which sets out clear and specific aims about how we will promote equality for people with disabilities and improve the services we provide you. Your views are important, so please contact us if you have any ideas or suggestions that will help us help you.
- We sometimes make mistakes, or circumstances beyond our control affect our standards of service. When this happens, we will apologise and do everything we can to put things right.

What you can expect

- Our staff will be polite, helpful and professional.
- We will issue your passport in line with our published charter standard.
- The details on your passport will be correct.
- We will return your supporting documents by the delivery method you choose.

You can get a copy of our Services and Standards leaflet by phoning the Passport Adviceline on 0300 222 0000, or from any of the regional offices.

If you have a complaint about our service, you can let us know by phone, letter, email or fax.

Step one. Call the Passport Adviceline or visit our website to find the contact details of the regional passport office that dealt with your application. Please give us:

- full details of the problem;
- the name and date of birth of the person who the passport was for;
- the date the application form was sent to us;
- the barcode number from the application form;
- the passport number, if you have one;
- information so we can contact you (name, address, postcode, daytime and evening phone numbers, fax number and email address, if you have one); and
- if you visited a passport office, the date and time of your appointment and an appointment reference number.

We will investigate your complaint and write to you within two weeks, either with a full reply or to let you know the position, if our investigation is not complete.

We do not normally accept complaints that are sent to us 12 months after the problem occurred.

Step two. If you are not satisfied with our reply, or you have a more general complaint (for example, a policy matter) that is not related to your specific application, please contact our Headquarters Customer Service Department. Call the Passport Adviceline or visit our website for their full contact details.

Step three. If you have followed steps one and two and are still not satisfied, you can ask your Member of Parliament (MP) to raise the matter with our Chief Executive or the Home Office Minister responsible for us.

Step four. If you are still not satisfied, you may ask your MP to ask for an investigation by the Parliamentary Commissioner for Administration (the Ombudsman). You must do this through your MP.

Compensation. We accept that there will be times when our mistakes will cause expense or financial loss. In these cases, you should enclose documentary evidence of the losses so that we can consider your claim. However, we do not normally consider compensation claims for financial loss as a result of delays in our non-guaranteed services. See page 18 of this guide for details of our guaranteed and non-guaranteed services.

Instruction for paying by credit card or debit card

If you are applying by post and want to pay for your passport by credit card or debit card, please fill in the instruction below. If you do not write the correct fee in the instruction, we will still charge the correct fee for the service you have asked for. Your application will be delayed if your credit card or debit card has run out or you do not give your card's expiry date, or security number (the last three numbers shown on your card's signature strip).

If you are having an appointment, do not fill in this form.

Important

In the space below, please write the number printed beneath the barcode on page 1 of the application form. If you are paying for more than one application, only fill in one instruction, and write in one barcode.

Barcode

Applicant's name:

We accept all major credit cards and debit cards **except American Express**.

What card are you paying with?

MasterCard

Visa

Switch Maestro
or Solo

Delta

Visa Electron

Card number

Security number (the last three numbers shown on your card's signature strip)

Expiry date

Issue number (Switch or Solo)

Valid from

Cardholder's signature:

Fee you are paying:
(If you are paying for more than one
application, give the total amount.)

£

Cardholder's name:

Address and postcode of cardholder:

Cardholder's phone number:

A checklist before you send in your application

Make sure you have made a note of the barcode number from the front of your application form. If you use the post office Check & Send service or apply in person at a passport office, make sure you have made a note of the barcode number printed on your receipt. You will need this number to check the progress of your application.

For all applications you must send us:

- your correctly filled-in application form;
- two recent passport photos; and
- the correct fee.

A full list of the items you will need to send us are shown below.

Application type	What you will need to send us	Services available			
		Check & Send	Post	Premium (by appointment)	Fast Track (appointment only)
Renewing an adult passport	<ul style="list-style-type: none"> • Your current passport • Two recent photographs • The correct fee 	✓	✓	✓	✓
Renewing a child passport	<ul style="list-style-type: none"> • The child's current passport • Two recent photographs • The correct fee 	✓	✓	✓	✓
Getting your first adult passport	<ul style="list-style-type: none"> • The correct supporting documents (see pages 14 and 15 of this guide) • Two recent photographs, one must be certified by your countersignatory • The correct fee 	✓	✓	Not available	Not available
Getting a child's first passport	<ul style="list-style-type: none"> • The correct supporting documents (see pages 14 and 15 of this guide) • Two recent photographs of the child, one certified by your countersignatory • The correct fee 	✓	✓	Not available	✓
Replacing a lost, stolen or damaged passport	<ul style="list-style-type: none"> • Your damaged passport (if this applies) • Form LS01 (if this applies and you have not already sent it in) • Two recent photographs, one certified by your countersignatory • The correct fee 	✓	✓	Not available	✓
Extending a passport	<ul style="list-style-type: none"> • Your current passport • Two recent photographs • The correct fee 	✓	✓	Only available for certain types of application	✓
Making changes to a passport (for example, change of name)	<ul style="list-style-type: none"> • Your current passport • The correct supporting documents (see page 9 of this guide) • Two recent photographs • The correct fee 	✓	✓	Only available for certain types of application	✓

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