

Applying for a passport

Helping you fill in
the form and get your
passport photo right

**Write the barcode number from the
top of your application form here.**

Home Office

**Identity &
Passport Service**

.....
If you are using Check & Send, you will also
need the receipt and barcode number that the
Post Office gives you. You will need both if you
phone us about an application.

Contents

Things you need to know	1	What you need to include with your form	11
How to fill in each section of your application form	2	Table of supporting documents	12
Section 1: What type of passport are you applying for?	2	Photo guidance	16
Adult application	2	Once you've filled in your application form	18
Child application	2	Passport fee	18
Renewal	2	How to pay	18
Your first British passport	2	Your choice of service	18
Replacement	2	Delivery information	19
Extension	2	Contact us	20
Changes	2	Other information	22
Sections to fill in	3	Protecting your	
Secure delivery	3	personal information	22
Section 2: Who is the passport for?	4	Service standards	22
Section 3: Details of previous and current passports held	5	Identity interviews	23
Section 4: Parents' details	6	Instructions for paying by credit card or debit card	26
Section 5: Certificate of registration or naturalisation	7	A checklist before you send in your application	back cover
Section 6: Children aged 12 to 15	7		
Section 7:	7		
Section 8: More information	8		
Section 9: Declaration	8		
Section 10: Countersignature	10		

Things you need to know

✓ Get it right

- Don't book travel until you have your passport.
- We cannot accept responsibility for travel you book before it arrives. We do our best, but cannot guarantee to return your passport within a certain time.
- Go to www.direct.gov.uk/passports to find out how long it is likely to take for your passport to arrive.
- We won't send you an acknowledgement of your form.
- If you want to check progress with your application please leave three weeks before contacting us.
- We deal as soon as we can with applications sent through Check & Send and post. However, we don't guarantee we will get the passport back to you within a certain time.

Can I download a new application form?

No, but you can fill in an application form online at www.direct.gov.uk/passports and we will print and post it to you to sign and add your photographs and supporting documents.

Some of the boxes are small, can I write outside them?

No. See the example below.

First and middle names

J O H N B R O W N [] [] []

Signature – (keep within the border)

John Brown

I've made a mistake on the form, what should I do?

Cross out any mistakes. Do not use correction fluid. If you make more than three mistakes on any line or do not provide a clear signature in section 9, you will need to fill in a new form.

Do I need to send in photos?

Yes, two photos. See page 16 for more advice.

Can I send in a photocopy of a birth certificate or other supporting document?

No, you must send in the original. See page 12 for the correct documents.

What is an 'old blue' passport?

This is a passport with a blue cover that was issued in the UK up until 1989, or overseas up until 1994. You can't renew an expired 'old blue' style passport. You must apply as a first-time applicant and send the blue passport to us with your supporting documents.

I live abroad. Can I apply in the UK?

Visit www.fco.gov.uk and follow the link for passports advice. If you do not have access to the internet, contact your nearest embassy, consulate or high commission. Do not use the form that came with these guidance notes unless you are visiting the UK and plan to replace your passport while you are here.

I live abroad but I am visiting the UK, can I apply during my visit?

Yes but you need a UK address we can deliver your new passport to.

Will I need an interview?

Please see page 23 for more details.

When can I renew my passport?

You can renew your passport whenever you want. You do not have to wait for it to run out. We will add any period that your passport has left to run (in whole months up to nine months), to your new passport.

Do all applications need a countersignatory?

No. Check page 10 to find out if you need one.

How to fill in each section of your application form

Section 1: What type of passport are you applying for?

✔ Get it right

- If you have previously held a British passport as an adult or child that was issued for five or ten years, it isn't damaged and you don't need to change any personal details, you need to apply for a renewal.
- Put a cross in the Child box for under 16s. Put a cross in the Adult box if you are going to turn 16 in the next few weeks.
- Put a cross in the Adult box or Child box in the Extension option if you are applying for a full five- or 10-year passport to replace a passport that was issued for one year or less.
- Put a cross in the relevant 'Changes to your existing passport' box. We will send you a new passport and you should pay the same as if you were renewing your passport.

Adult application

An adult is 16 or over. If you are going to turn 16 in the next few weeks, put a cross in the Adult box. Adult passports are normally valid for 10 years.

Child application

A child is under 16. Child passports are normally valid for five years.

Renewal

This applies if your existing undamaged British passport, your name and British national status have not changed. If you are renewing a Child's passport, put a cross in the Child box if they are under 16 or Adult box if they are 16 or over. (Please see 'Changes' below if your appearance has changed.)

First British passport

This applies if you have never had a British passport before or you were previously included as a child on someone else's passport. This includes those who were not British at birth but have gained naturalisation or registration as a British national and are applying for their first British passport.

Replacement

This applies if you want to replace a British passport that has been lost, stolen or damaged.

Extension

If your last passport was issued for one year or less, put a cross in the Extension box.

Changes

This applies to a change in your name, photo (including where you cannot be recognised from your current passport photo) or British national status.

What is a 48-page passport?

A standard passport is 32 pages. If you are a frequent traveller and need extra space for visas, select '48-page passport' on the application form. This is not available for children.

Sections to fill in

Type of customer	Sections of the form to fill in
Everyone	Sections 1, 2, 3, 5 and 9.
Renewal - Adult	Sections 1, 2, 3, 5 and 9. The countersignatory must fill in section 10 only if you can't be recognised from the photograph in your current passport and they must sign one of your passport photos.
Renewal - Child	Sections 1, 2, 3, 4, 5 and 9. Section 6 if the child is aged 12 to 15. The countersignatory must fill in section 10 if the child is aged 11 or under or if the child can't be recognised from the photograph in their current passport and they must sign one of your passport photos.
First British passport - Adult	Sections 1, 2, 3, 4, 5 and 9. The countersignatory must fill in section 10 and sign one of your passport photos.
First British passport - Child	Sections 1, 2, 3, 4, 5 and 9. Section 6 if it applies. The countersignatory must fill in section 10 and sign one of your child's passport photos.
Replacement – Adult or Child	Sections 1, 2, 3, 4, 5 and 9. Section 6 if it applies. The countersignatory must fill in section 10 and sign one of your passport photos.
Extension – Adult or Child	Sections 1, 2, 3, 4, 5 and 9. Section 6 if it applies. The countersignatory must also fill in section 10 if you can't be recognised from the photograph in your current passport and they must sign one of your passport photos.
Changes to your existing passport	Sections 1, 2, 3, 5 and 9. Sections 4 and 6 if they apply.

Secure delivery

We will send your **new passport** by secure delivery – see page 19 for more details. This is covered by the passport fee.

We will normally send your **supporting documents** back to you separately by second-class Royal Mail post.

Put a cross in the 'Secure Delivery' box if you would like us to send your supporting documents back to you separately by secure delivery. (There is an extra fee for this, see page 18 for details. Please remember to include this when you are working out the total fee to send us.)

We cannot:

- take responsibility or provide compensation for any loss or delayed return of your supporting documents when we return them by second-class post when you have not asked for secure delivery
- replace any documents that you report as missing six months after we have issued the passport, or
- accept responsibility for passports and supporting documents which are not delivered if you quote an incorrect address or do not tell us if you move house while we are processing your application.

Section 2: Who is the passport for?

Get it right

- Include middle names in the name section – the name you enter should match your birth certificate or previous passport. If it doesn't, it could delay your application.
- If you do not have enough space to write your name or contact details (for example, you have a long surname or a long email address), please use section 8 of the application form.

Names to be shown on your passport

- Please enter the name of the person who the passport is for.
- The name that is shown on the passport should be the name that is used for all purposes.
- We can add a limited number of titles to your British passport if you ask. Visit www.direct.gov.uk/passports for more information.
- Enter names under 'surname' and 'first and middle names' that appear on your supporting documents such as your birth certificate and/or your previous passport.
- The personal details section of the passport can only include up to 30 characters (including spaces) for first and middle names and a further 30 characters for surnames. If your names are longer, please shorten them in a way you would want them to be shown on your passport. You should then write your full name in the space in section 8 of the form. We will add your full name on the observation page on your passport.
- If you have recently changed your name, enter your name as it is now.

Change of name in passport

- If you are changing your name, put your new name in the 'Surname' and 'First and middle names' boxes and put your previous names in the 'Maiden or all previous names boxes'.

- Provide proof of your change of name if this is different from your supporting documents. Send proof to support every name change. This applies if you are getting married or forming a civil partnership and you want your passport to be in your new name. See table C on page 15 for more details.
- If you no longer want your middle name to be included in your new passport when it has been on previous passports, tell us in section 8 of the application form. You will also have to provide supporting documents that show that you no longer use your middle name. Please see table C on page 15 for more details.
- List all of your maiden or previous names that you have been known by (surname first and then first and middle names). Leave a space between each name. If they won't fit in the boxes, you should write them in full in the space in section 8.
- You cannot change a child's name unless you have the permission of everyone who has parental responsibility for the child. Please see section 9 on parental responsibility for more information.

Current UK address

- Give your full residential address (where you live) including any street number and your full postcode. This must be an address in the UK and is usually the address we will send your passport to. If your house has a name, where possible you should also provide the street number to ensure we deliver the passport to the correct address. To ensure your address details are correct, you can check your address on the Royal Mail website at <http://royalmail.com/postcode-finder>
- We may check you live at the address you give. If you don't, it may delay your application unless you explain the circumstances in section 8 of the application form.
- We will not normally return your passport to an address that is different from your current address. If you want it delivered to a different address, please explain why you want us to do this and give the other address in section 8.

Gender

- Put a cross in the relevant box to say whether the person the passport is for is male or female.
- If you are transgender (live as a different gender to that shown on your birth certificate) or if you have changed or are in the process of changing your gender, you can get more guidance at www.direct.gov.uk/passports or call the passport advice line for a leaflet.

Place of birth

- Give the names of the town and country you were born in as shown on your birth,

registration or naturalisation certificate or previous British passport.

Contact details

- Please give as many contact details as possible and make sure the information is accurate as we may need to contact you about your application. If you include a mobile phone number, our courier may use it to help to deliver your passport faster.
- If you have a Tynetalk number, write this in the space in section 8 if it won't fit in the boxes.

Section 3: Details of previous and current passports held

Get it right

Everyone must fill in part A.

Uncancelled passports

In part B, enter details of all uncancelled passports that you are sending us.

A cancelled passport has the top right-hand corner of the cover cut off. An uncancelled passport has not been cancelled by its issuing authority (British or another country). This may include:

- an expired passport (in other words one that has run out, see below)
- passports you are or were included on (for example, as a child), and
- passports issued to you by other countries.

Lost or stolen

You must only fill in part C if your or your child's current passport has been lost or stolen.

- Give us the details that you can about your or your child's lost or stolen passport, even if you have already told us that your passport has been lost or stolen.
- You do not have to fill in this section in full if you don't know some of the details.

- Tell us as quickly as possible if your or your child's passport has been lost or stolen, by filling in an LSO1 form and returning it to us. This is to prevent someone misusing your passport and your identity. You can do this in one of the following ways.

Get an LSO1 form:

- at www.direct.gov.uk/passports
- at a post office which offers the Check & Send service, or
- by calling the passport advice line on 0300 222 0000.

If your or your child's passport has been stolen, report the theft to the local police. They will give you a crime reference number. Put this on the LSO1 form. Visit www.direct.gov.uk/passports for more information.

We will cancel your lost or stolen passport once we have received the LSO1 form. If you later find the passport which you reported lost or stolen, you must return it to us. You will no longer be able to use the passport. You may be held by the immigration authorities or the police if you try to do so.

We will cancel and destroy any passport that is found and sent to us.

Section 4: Parents' details

✓ Get it right

You need to fill in this section if:

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

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

For nationality purposes parents are defined in law as 'mother' and 'father'. Nationality by birth cannot always be gained through either parent's national status. This includes parents who are of the same sex. Because of this, it is important that the 'mother' and 'father' are entered in the correct boxes.

If both parents were born after 31 December 1982, or were both born outside the UK, please give the following details in section 8 of the application form. Either:

- the full name, town, country of birth and date of marriage of your mother's or parent 1's parents and your father's or parent 2's parents, or
- details of your parents' claim to British nationality.

Step-parents and others taking a parental role that are not defined as either a 'mother' or a 'father' for nationality purposes must not fill in their details in section 4.

Adoption

When a child is adopted in the UK, nationality can be gained through either parent. If adoptive parents are of the same sex, the parent who appears first on the adoption certificate should enter their details in the box 'mother or parent 1' and the parent named second on the adoption certificate should enter their details in the box 'father or parent 2' regardless of sex.

Assisted reproduction

When a child is born of assisted reproduction treatment performed by a licensed practitioner and a parental order has been granted in the UK after 6 April 2010, nationality can be gained through either parent named on the order. If these parents are of the same sex, the parent who appears first on the parental order (or a birth certificate issued after this) should enter their details in the box 'mother or parent 1' and the parent named second on the parental order should enter their details in the box 'father or parent 2'.

When a child is born of assisted reproduction treatment performed by a licensed practitioner to a female couple that are in a civil partnership and the female giving birth has the agreement of her civil partner to have this treatment, nationality can be gained through the partner who gave birth to the child if the conception took place before 6 April 2009. If the conception took place on or after 6 April 2009, nationality can be gained through either female parent named on the birth certificate. The partner who appears first on the birth certificate should enter their details in the box 'mother or parent 1' and the parent named second on the birth certificate should enter their details in the box 'father or parent 2'.

Surrogacy

When a child is born of a surrogacy arrangement and a parental order has been granted in the UK after 6 April 2010, nationality can be taken through either parent named on the order. Where these parents are of the same sex, the parent who appears first on the parental order should enter their details in the box 'mother or parent 1' and the parent named second on the parental order should enter their details in the box 'father or parent 2'.

No mention of parent's details or 'mother or parent 1' and 'father or parent 2' will appear on the passport. This information is used simply to gather the information we need to issue a passport.

Child with one parent

If you are the only parent of your child, fill in either the 'Mother or Parent 1' or 'Father or Parent 2' sections of the form, whichever applies to you and leave the spaces for an additional parent blank.

Add a note in section 8 to show that you are the only parent and why (whether you do not know the other parent of the child, are an individual adopter, or an individual parent whose child was born of assisted reproduction treatment and so on).

For more information on the circumstances in which nationality is decided please visit www.direct.gov.uk/passports

Section 5: Certificate of registration or naturalisation

Get it right

You must put a cross in the 'No' or 'Yes' box.

The **Yes box** applies if the person named in section 2 has been granted a certificate of registration or naturalisation by the Home Office. Provide details from the certificate of registration or naturalisation here.

The **No box** applies if the person named in section 2 has been British since birth. You do not need to fill in any more details in this section.

Section 6: Children aged 12 to 15

Get it right

A child applicant aged 12 to 15, or a child who will turn 16 within two weeks, needs to sign this declaration.

This signature will appear in the passport. The person giving permission as a parent must still sign section 9 of the form.

If your child is not able to sign the form, you should:

- leave this section blank, and
- use section 8 or send a covering letter confirming why the child cannot sign. This can be written by the parent or the child's carer or doctor.

Section 7

Please do not write in this section. We have left it blank deliberately.

Section 8: More information

✓ Get it right

Most people will not need to fill in this section. The examples below show when you should give us extra information using this section.

- Names that you were not able to fit in the boxes in section 2.
- If you have changed your name as a result of getting married but you want to continue to use your maiden name for professional purposes. You should make a statement in section 8 of the application form and we will add a note on the observation page of your passport showing your maiden name.
- Grandparents' details if both parents named in section 4 were born after 31 December 1982 or were born abroad.
- If your passport is lost or stolen and you have already sent us a Lost and Stolen Notification form LS01, tell us here that you have already sent us the form.
- Tell us why you need to have your passport sent to another address and give us the other address.
- If you have a mental or physical condition that you believe would prevent you from coming to, or taking part in, an identity interview. (See page 23.)
- If your passport is damaged, explain briefly how it 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).
- If a signature could not be provided in section 6 or 9, you should explain why.
- If the application is for a child and you have parental responsibility, you should say if you have enclosed any court orders that relate to the child's residence in, contact with or removal from, the UK.
- If the applicant was born of a surrogacy arrangement.
- If the address you have given in section 2 is not where you live, please explain why.
- If there is not enough space in section 8, please include any extra information on a blank sheet of paper. You should sign this and include it with your application form.

Section 9: Declaration

✓ Get it right

- Before you fill in and sign the declaration, read the form again to make sure that the information you have given is correct.
- Fill in this section if you are 16 or over and are applying for:
 - your own passport
 - a passport for the child named in section 2,

or

- someone who cannot sign and you are signing on their behalf.
- Read points 1 to 8 in the declaration section of the form before you date and sign. The signature you put on the passport form will appear on the passport.
- If you are applying for a child, give your full name.

People applying under age 18

If you are 16 and over, or you will turn 16 within two weeks, sign the declaration yourself. You don't need permission from a person with parental responsibility.

For applicants with a learning disability who cannot understand the consequences of signing the declaration in section 9, someone with parental responsibility should give their permission. Please use section 8 of the form

to explain why the applicant cannot sign the declaration.

Parental responsibility

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 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.

If the child's parent is under 16, they can also sign the declaration on behalf of the child.

If the child's parents are not married, the mother can give permission. The father can sometimes give permission but usually only if he:

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

If a child has been adopted, either adoptive parent can give permission.

If parents are divorced, a custody order or maintenance order will not automatically take away the parent's parental responsibility.

If a child has been born of assisted reproduction treatment, the birth mother, or if this does not apply, either parent named on a parental order or court order granting parental responsibility, can give permission. If both parents are females in a civil partnership and the partner not giving birth agreed to the treatment, either partner can give permission.

If a child has been born of a surrogacy arrangement, the birth mother or if this does not apply, either parent named on the

parental order or birth certificate (following a parental agreement or court order giving them parental responsibility), can give permission.

Step-parents (adults who enter into a marriage or civil partnership with someone who is already defined as a parent as explained above) can give permission only if they are named on a parental order or parental responsibility agreement.

If the child is in care or is living with foster parents, we will need permission from the local authority before we can issue a passport to the child. For separate guidance notes for social services, please visit www.direct.gov.uk/passports

If the court has made an order about custody of the child, or about the child having a passport, this must be sent in with the application. If someone has made an objection to the child having the passport, we may refuse to deal with the application.

If an adult is acting as a parent in a situation other than one described in this section, please explain the circumstances in an accompanying letter to your application. We will also need documentary proof of your responsibility for the child.

If we have already issued a passport to a child after an application has been made by one parent, the other parent or anyone else with parental responsibility cannot apply for a separate passport for that child.

If you cannot sign the application form:

- leave this section blank, and
- use section 8 or a covering letter to explain why you cannot sign. This is normally done by the person filling in the application form on your behalf. Your passport will note that the holder does not have to sign.

For more advice or if the person with parental responsibility is not able to give permission, please see page 20 for ways to contact us.

Section 10: Countersignature

✔ Get it right

A 'countersignatory' will need to fill in this section if you are applying:

- for a first British passport
- to replace a lost, stolen or damaged passport
- to renew a child passport (if the child is aged 11 or under)
- to renew a passport (adult, or child aged 12 to 15 years) if you cannot be recognised from the photograph in your current passport, or
- to extend a passport.

Countersignatories

- A countersignatory is someone who can confirm your identity. They need to confirm that, to the best of their knowledge, the details you have given in your application are correct, and they must also confirm that the photograph is of you.
- For child applications (aged under 16) it is also to confirm that they have known, for at least two years, the adult who signed the declaration in section 9 of the application form. They must also confirm that the person has parental responsibility for the child and confirm the child's photo.

The countersignatory must:

- be a professional person (including those who are retired) for example, bank or building-society officials, police officers, civil servants, ministers of religion and people with professional qualifications like teachers, accountants, engineers and solicitors. You can find a full list on www.direct.gov.uk/passports
- have known you personally for at least two years
- live in the UK, and
- hold a British or Irish passport which has not run out.

The countersignatory needs to:

- read through the completed application form to make sure the information is accurate

- fill in section 10 of the form, giving their passport number, and then sign the box
- give their full address and contact details. This can be a business address or home address, but should be one that we can contact them at.
- for an adult application, 'certify' one (not both) of your photographs - signing and dating one of the photographs as shown in the example below.
- for a child application under 16, confirm that they have known the adult who signed the declaration in section 9 of the application form for at least two years, and certify the photograph (giving the child's full name), signing and dating it as shown in the example below, and
- put their initials next to any mistakes they may make in section 10.



The countersignatory must not:

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

What we do with the details of the countersignatory

As part of our work we will check that the countersignatory is genuine. This may include checking their passport and other records to confirm their identity and their profession or professional qualification.

Please make sure that your countersignatory knows that we may contact them and carry out these checks.

We may ask you to provide another application form with a different countersignatory if we are not satisfied with your choice of countersignatory or if we cannot contact them.

What you need to include with your form

Please see the table of supporting documents on the next page.

Get it right

- Send us original documents or replacement documents that have been issued by the General Register Office for England and Wales or Scotland or Northern Ireland. Photocopies or certified copies won't be accepted - you must send originals. Laminated documents won't be accepted unless they are for change of name purposes only.
- If you need to send a UK birth certificate and were born on or after 01.01.1983, it must be a full birth certificate. (This is the one that contains the details of both you and your parents.)
- 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 a translator who is a member of a recognised professional organisation to prove it is genuine.

To get copies of birth, marriage or death certificates issued in England or Wales, go to www.direct.gov.uk/gro

To replace documents issued in Northern Ireland, go to www.nidirect.gov.uk and for Scotland go to www.gro-scotland.gov.uk

To replace documents issued abroad, get advice from the relevant embassy or consulate of that country.

Change of name for newly-weds and new civil partners

- If you are getting married or forming a civil partnership and will be changing your name, 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.
- You will need to send a 'Post-date' form (PD2) with this application. The person who will carry out the ceremony should fill in part 1 and you should fill in part 2 (using your current – not future – name and signature). Get more details and a copy of the PD2 form from www.direct.gov.uk/passports or by contacting the passport adviceline.

Questions and answers

I am renewing an adult passport. What supporting documents do I need to send?

Please send us your current passport and two photos. You will not normally need to provide extra supporting documents.

I am renewing a child passport. What supporting documents do I need to send?

Please send the child's current passport and two photos. You will not normally need to provide extra supporting documents unless there is a court order which applies 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.

I am applying for changes to be made to an existing passport. What supporting documents do I need to send?

You will need to provide proof of your change of name or nationality. This also applies to those getting married or forming a civil partnership who want their passport to be in their new name. If you have changed your name more than once, we will need to see proof to support every name change.

Table of supporting documents

Use this checklist to find out what documents to send us. Once we have considered your application, we may still need to ask you for more information.

	Passport type		2 recent identical photos	Previous British passport	Any other uncancelled passports relating to you			Full birth or adoption certificate	Certificate of registration/naturalisation	Parents' documents	Grandparents' documents	Change of name documents	Other requirements
1	Renewal	Renew a British passport (with no changes)	✓	✓	✓			X	X	X	X	X	Check table D
2	First British passport (including where you hold an 'old blue' passport)	Born or adopted before 1 Jan 83 (not naturalised or registered)	✓	X	✓			✓ See table B if you were born or adopted overseas	X	See table B if you were born or adopted overseas	X	Check table C	Check table D
		Born or adopted 1 Jan 83 to 30 June 06 (not naturalised or registered)	✓	X	✓			✓ See table B if you were born or adopted overseas	X	See table A if you were born or adopted in the UK. See table B if you were born or adopted overseas	✓ See table D	Check table C	Check table D
		Born or adopted after 1 July 2006 (not naturalised or registered)	✓	X	✓			✓ See table B if you were born or adopted overseas	X	See table A if you were born or adopted in the UK. See table B if you were born or adopted overseas	✓ See table D	Check table C	Check table D
		When you have been naturalised or registered as British	✓	X	✓			X	✓	X	X	Check table C	Check table D
3	Lost and stolen	Lost or stolen replacement	✓	X	✓			X	X	X	X	Check table C	Include LSOI with application (see page 5 of guidance notes)
4	Damaged	Damaged passport replacement	✓	✓ Previous damaged passport	✓			X	X	X	X	Check table C	Check table D
5	Extension	Extension	✓	✓	✓			X	X	X	X	Check table C	Check table D
6	Changes to a British passport	Name change	✓	✓	✓			X	X	X	X	Check table C	Check table D
		Photo change	✓	✓	✓			X	X	X	X	Check table C	Check table D
7	Change from British Overseas Territories citizenship to British citizenship	Born before 1 January 1983	✓	✓ Your previous British Overseas Territories citizen passport	✓			✓	✓ Or a birth or adoption certificate	X	X	Check table C	Check table D
		Born between 1 January 1983 and 30 June 1986	✓	✓ Your previous British Overseas Territories citizen passport	✓			✓	✓ Or a birth or adoption certificate	✓ Or a certificate of registration or naturalisation as either a British Overseas Territory citizen or British citizen	✓	Check table C	Check table D
		Born on or after 1 July 2006	✓	✓ Your previous British Overseas Territories citizen passport	✓			✓	✓ Or a birth or adoption certificate	✓ Or a certificate of registration or naturalisation as either a British Overseas Territory citizen or British citizen	✓	Check table C	Check table D
8	Other British national to British citizen		✓	✓ Your previous British national or subject passport	✓			X	✓	X	X	Check table C	Check table D

Table A

Applicants born or adopted in the UK – parents' or adoptive parents' details.

To support your claim to British nationality, please provide evidence under either 1 or 2. We need to see:

- | | |
|---|--|
| <p>1 Evidence of one of your parents' claim to British nationality at the time of your birth</p> | <ul style="list-style-type: none"> • their British passport number (provided in Section 4 of the application form) or • full birth certificate, or • certificate of registration or naturalisation, and • if this is your father, also provide his marriage certificate to your mother. (This does not apply for those born or adopted on or after 1 July 2006 or same-sex adoptions.) |
| <p>2 Evidence of one of your parents' immigration status in the UK at the time of your birth</p> | <ul style="list-style-type: none"> • their passport at the time of your birth, and • if this is your father, also provide his marriage certificate to your mother. (This does not apply for those born or adopted on or after 1 July 2006 or same-sex adoptions.) |

Table B

Applicants born or adopted overseas – parents' or adoptive parents' details.

To support your claim to British nationality, please provide the following.

The passport you entered the UK with and if the birth certificate you provide has not been issued by a British embassy, and high commission or consulate, also provide evidence as shown in the table below.

- | | |
|--|--|
| <p>Born before 1 January 1983</p> | <ul style="list-style-type: none"> • Your father's birth certificate or naturalisation or registration certificate • His marriage certificate to your mother |
| <p>Born on or after 1 January 1983</p> | <ul style="list-style-type: none"> • One of your parents' birth certificates or naturalisation or registration certificates • If this is your father, his marriage certificate to your mother (This does not apply for those born on or after 1 July 2006.) |
| <p>Born abroad but adopted in the UK before 1 January 1983</p> | <ul style="list-style-type: none"> • The child's full adoption certificate • Evidence of adoptive parent's claim to British nationality by providing their UK birth or adoption, naturalisation or registration certificate • If the adoption is a joint adoption we need evidence of the adoptive father's claim to British nationality. |
| <p>Applicants who were adopted abroad who do not possess a naturalisation or registration certificate</p> | <ul style="list-style-type: none"> • An adoption certificate which clearly states that the adoption took place under the Hague Convention under Article 17 of the Convention on Inter-country Adoption • One adopter's claim to British nationality by providing their birth certificate or naturalisation or registration certificate • Evidence of an adopter's habitual residence in the UK (or both adopters in the case of joint adoption). Habitual residence is their normal home, the place where they have the strongest personal connections. |

Table C

Change of name evidence.	
Please provide at least one of the following for each change of name that has taken place.	
<ul style="list-style-type: none"> • Marriage certificate • Civil Partnership certificate • Gender Recognition certificate • Enrolled deed poll • Change of name deed • Certificate of naturalisation or registration • Statutory declaration or affidavit • Birth certificate (upon re-registration) • Certificate from the Court of the Lord Lyon of Scotland • IPS form PD2 for those about to marry or form a civil partnership (see direct.gov.uk/passports) 	
<p>If you are going back to your maiden or unmarried name, we also need all of the following.</p> <ul style="list-style-type: none"> • Your birth certificate • A decree absolute showing both names • A marriage certificate showing both names • A signed statement saying that you now use your maiden name for all purposes 	<p>If you are changing the spelling of your name slightly (for example, Bryan to Brian), changing the order in which your forenames appear in your passport or dropping a forename, we also accept one of the following.</p> <ul style="list-style-type: none"> • A letter from a council or government department • A driving licence • A bank statement • A baptismal or confirmation certificate

Table D

Other information.	
Please see www.direct.gov.uk/passports for more information.	
We may need more information for the following.	
For children if:	<ul style="list-style-type: none"> • a court order is in a place relating to their care • the child is looked after by social services, or • the applicant is not their natural or adoptive parent.
For adults when applying for:	<ul style="list-style-type: none"> • a British National (overseas) passport • a British Protected Person passport, or • a British Subject passport.
Or when:	<ul style="list-style-type: none"> • your claim to British nationality is based on your parents' Crown or Community Service • you want to have your title shown in your passport, or • you are changing the gender on your passport.
<ul style="list-style-type: none"> • Unable to sign: A person who fills in the form on behalf of the applicant because they cannot sign the declaration must provide a letter explaining the reason they have done so. • Extension: If your passport was restricted because you could not provide all the documents we need, please also send in the documents that were missing from your original application. 	

About grandparents: If your parents were born on or after 1 January 1983, you will also need to provide evidence of your grandparents' claim to British nationality by providing their birth certificates and, in the case of grandfathers, their marriage certificates if the certificates are available. This does **not** apply if:

- your parents' British nationality is based on registration, naturalisation or their immigration status, or
- you have provided the number of your parents' British passports in Section 4 of the application form.

Photo guidance

✓ Get it right

- You need to send two identical photos – don't attach them to the form.
- You must have one photo certified if you are applying:
 - for a first British passport (adult or child)
 - to replace a lost, stolen or damaged passport (adult or child)
 - to renew a child passport (if the child is aged 11 or under)
 - to renew a passport (adult, or child aged 12 to 15 years) if you cannot be recognised from the photograph in your current passport, or
 - to extend a passport.
- For all other applications, you do not need to have a photo certified unless your appearance has significantly changed since your current passport was issued.

Passport photos are a vital part of your application. If the photos you supply are not suitable, your passport will be delayed.

Please follow the instructions below carefully so you can get it right first time.

Photo style

The photo must be of the applicant:

- facing forward and looking straight at the camera
- in close-up of their face, head and shoulders with a recommended head height (the distance between the bottom of the chin and the crown of the head) of between 29 and 34 millimetres
- with a neutral expression and with the mouth closed (no smiling, frowning or raised eyebrows)
- with their eyes open and clearly visible (no sunglasses or tinted glasses and no hair across the eyes)
- free from reflection or glare on glasses, and frames must not cover eyes (we recommend that, if possible, glasses are removed for the photo)

- showing their full head, without any head covering, unless they wear one for religious beliefs or medical reasons
- with no other objects or people in the photo (this also applies to a photo of a baby or young child and babies should not have toys or a dummy in the photo)
- without shadows on the picture
- without anything covering the face – nothing should cover the outline of the eyes, nose or mouth, and
- not showing any 'red-eye'.

Photo size must:

- be the size of a standard passport photograph taken in a photo booth or studio, 45 millimetres high x 35 millimetres wide, and
- **not** be trimmed or cut down from a larger photograph to the size of a standard passport photograph.

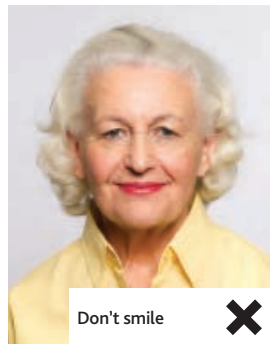
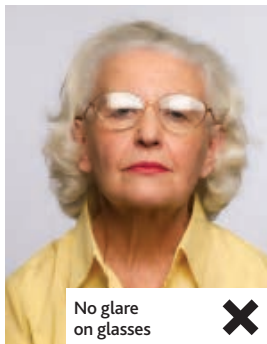
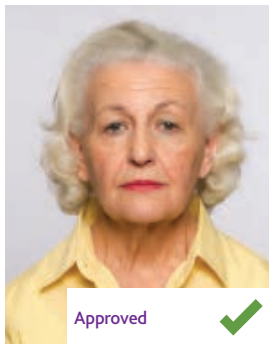
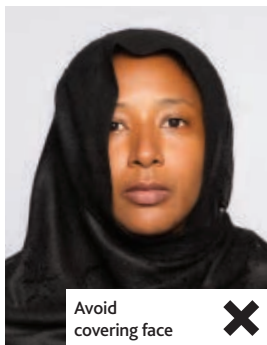
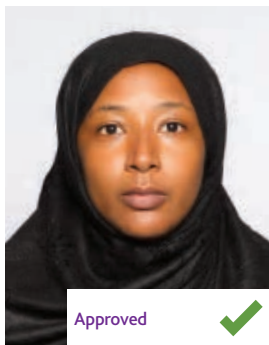
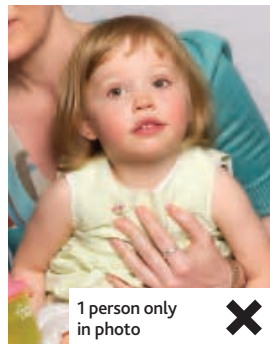
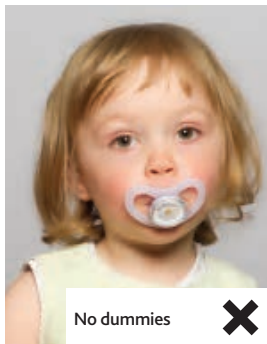
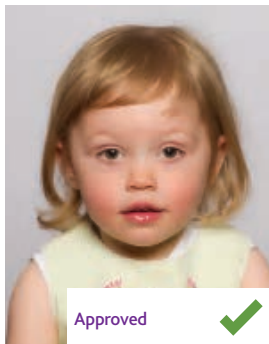
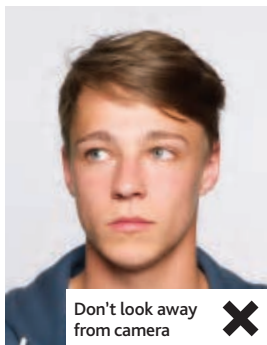
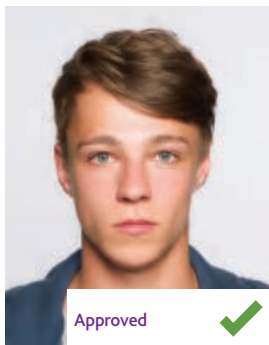
Photo quality must:

- be taken against a plain cream or plain light-grey background
- be printed to a high quality, such as photos printed by a booth or studio (photographs printed at home are unlikely to be of a high enough quality)
- be clear and in sharp focus
- be taken within the last month
- be in colour on plain white photographic paper
- **not** be torn, creased, or marked, and
- **not** have any writing on the front or back – except when one of the photos needs to be certified.

Children

Children aged five and under do not need to have a neutral expression or to look directly at the camera. Babies under one don't need to have their eyes open. If the baby's head needs to be supported, the supporting hand must not be seen. All other photograph standards must be met.

Get more advice at
www.direct.gov.uk/passports



Once you've filled in your application

Passport fee

The passport fee depends on the type of application you are making, how you apply and how quickly you want your passport. It reflects the costs of receiving, recording and processing your application. We cannot usually refund the fee if your application is unsuccessful or

withdrawn. This is because we will already have carried out a lot of work in processing it.

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

Telephone 0300 222 0222

Text relay 18001 0300 222 0000

How to pay

How you apply	Debit card or credit card accepted?	Cheque or postal order accepted?	Cash accepted?
Check & Send at a Post Office	Yes	Only postal order	Yes
Post	Yes – fill in the form on page 25	Yes – payable to 'Identity and Passport Service'	No - do not send cash in the post.
In person at a customer service centre	Yes	Only postal orders, made payable to 'Identity and Passport Service'	Yes

Note: If you were born on or before 2 September 1929 and you are applying for a new or replacement passport or to renew an existing passport, you will be entitled to a free 32-page passport when using Check & Send, postal or online services.

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 it.)

The British passport stays the property of the Crown, not the person who holds it. If your bank returns a cheque to us unpaid, we will cancel the passport and you will not be able to travel with it or use it for identity purposes.

Your choice of service

1 Check & Send service

Applications sent through this service have fewer mistakes.

- You can find your nearest post office branch that offers this service by visiting our website at www.direct.gov.uk/passports

2 Post

- Use the addressed envelope that comes with this pack.
- We recommend that you use Special or Recorded Delivery. We cannot accept responsibility for any applications and valuable supporting documents that you send.

3 Appointment for premium or fast-track applications (extra fee applies)

Use this service if your application is urgent. The guarantees for these services apply only if:

- your application is straightforward, and
- you have filled in the application form properly and supplied all the supporting documents we need.

Appointments are available from Monday to Saturday in our customer service centres. You must book the appointment beforehand by phoning the passport adviceline on 0300 222 0000 or Textphone 0300 222 0222.

You cannot apply by appointment if you are an adult applying for your first passport.

Appointments can only be made up to two weeks beforehand.

When making an appointment, please let us know if you have any particular needs for your appointment such as wheelchair access, a hearing loop or access to quiet rooms if you have difficulty hearing or understanding due to background noise.

Delivery information

How your passport is delivered

In most cases, your new passport will be delivered by a courier (on behalf of IPS) between 8am and 6pm, Monday to Saturday. In areas where there's a low risk of deliveries being lost, your passport will be delivered by Royal Mail Recorded Delivery.

Signing for your passport

In most cases the courier will not need you to sign for your passport. Couriers use technology that records the address, time and date of the delivery, and the courier will take a photo of the property where the passport was delivered.

If a signature is required and you are not at home when the courier tries to deliver your passport, they will leave a calling card for you to arrange delivery at a convenient date. The calling card will explain how to:

- have your passport delivered at a set time – the charge for this depends on where you live
- have your passport delivered at any time during a specific day – there is no charge for this
- collect your passport from the delivery company's secure collection points, or
- collect your passport from a passport office.

If the courier cannot get access to your property to deliver your passport, they will not leave a calling card and they will send you a notice of failed delivery by normal post. Our secure delivery company do not recognise any mail redirection arrangements that you may have made with Royal Mail.

If your passport is being delivered by Royal Mail, you will need to sign for it. If you're not at home, they will leave a calling card explaining how to rearrange delivery or collect from your local sorting office. You should do so quickly, as your passport will be returned to the IPS after seven days. Please see www.direct.gov.uk/passports for more information.

Collecting passports (premium service only)

You can arrange to collect your passport from a regional passport office during normal opening hours from Monday to Saturday. 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.

Contact us

You will need to give the barcode number from the front of your application form to check the progress of your application form. If you use the Post Office™ Check & Send service or apply in person at an IPS customer service centre, you will also need to give the barcode number printed on your receipt.

Passport advice

- Visit www.direct.gov.uk/passports
- For advice or to get a large print, Braille or audio version of this booklet, please call the passport adviceline on 0300 222 0000. (Calls to this number will be charged at the normal rate you pay for national calls.)
- Textphone on 0300 222 0222 or Text Relay on 18001 0300 222 0000 (for customers who are deaf or hard of hearing).

Passport fees advice

- Phone the passport fees line on 0300 222 1999 (a 24-hour phone service).
- Textphone on 0300 330 1111 (for customers who are deaf or hard of hearing).

Travel advice

Travel advice is provided by the Foreign and Commonwealth Office. For detailed, up-to-date information, please go to www.fco.gov.uk/travel or phone 08458 502 829 (charges apply). Advice includes information on when a passport is valid, visa information and requirements to enter certain countries, and information on health, insurance, and money when you travel.

Apply for birth, marriage, death and adoption certificates online.

Visit the website:

www.direct.gov.uk/gro





Check & Send Service

Get your passport application right with Check & Send

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

- Check your application form is correctly completed
- Ensure you've included the right documents and photos
- Rush your application to the Identity and Passport Service by Royal Mail Special Delivery®



**Pop into your local branch, call 0845 722 3344
or visit us online at postoffice.co.uk**

Other information

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. We may also pass the information you give us to UK law-enforcement agencies or government departments involved in preventing fraud to help prevent or detect identity theft, fraud or other criminal activity. You can find details about the personal information we hold, how we protect it, who we pass it to and how you can get a copy of that information 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

Providing a high level of service to all our customers is very important to us. We sometimes make mistakes, or circumstances beyond our control affect the standards of service. When this happens, we will apologise and do everything we can to put things right. We welcome your feedback on any aspect of our service, including how we can improve in the future.

We have a disability equality scheme which sets out clear and specific aims about how we will promote equal opportunities for people with disabilities. Your views are important, so please contact us by phone, letter, email or fax if you have any ideas or suggestions that will help us to help you.

What you can expect from us

- Our staff will be polite, helpful and professional.
- The details in your passport (including the chip) will be correct and we will return your supporting documents using the delivery method you choose.
- We will give you a clear and helpful explanation if you are refused a British passport because of citizenship or other reasons.

Complaints about passports

1 Step one

If you have a complaint about how we handled your passport application, please contact our central customer service team by phone, in writing (letter or fax) or by email.

Phone: 0300 222 0000

Textphone 0300 222 0222

Text Relay 18001 0300 222 0000

Write to:

Customer Service Centre
Identity and Passport Service
PO Box 175
Newport
Gwent
NP20 1XA.

Fax: 01633 473899

Email: Newport@ips.gsi.gov.uk

When you write to or email us, please provide:

- full details of the problem
- the name and date of birth of the person the passport was for
- the date the application form was sent to us
- which of our offices the application form was sent to
- the barcode number from the application form, if you have a note of it
- the passport number, if you have one
- information so we can contact you (name, address, postcode, day and evening phone numbers, and a fax number and email address if you have these), and

- the date and time of your appointment and an appointment reference number if you visited one of our offices to get your passport.

When we receive your complaint, we will investigate and let you know what went wrong and advise you what we are doing to put things right. We will write to you within 10 working days from receiving your complaint, either with a full reply or to let you know what is happening if we have not finished our investigation.

2 Step two

If you have followed step one and are not satisfied with our response, or if you have a more general complaint (for example, about a policy matter) that is not related to your specific application, please write to, fax or email:

Parliamentary & Correspondence
Management Team
IPS Chief Executive's Office
2 Marsham Street, 4th Floor
Peel Building, London
SW1P 4DF.

Fax: 0870 336 9175

Email: hqenquiries@ips.gsi.gov.uk

3 Step three

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

4 Step four

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

The Ombudsman's role is to investigate complaints by members of the public about the way government departments, and their executive agencies, have treated them.

Compensation

We realise that sometimes our mistakes may cause you expense or financial loss. In these cases, you should follow the instructions in step one and write us a letter. With the letter you should send any documents that prove your claim (for example, a receipt to show a cancelled flight).

We only normally offer compensation for financial loss as a result of delays in our guaranteed (fast-track and premium) services.

Identity interviews

If you are 16 or over, or likely to become 16 before we can issue your passport, you may 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. This is an important part of our commitment to help to reduce identity fraud. It will help us to spot and prevent other people using your identity and committing fraud in your name.

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 process will increase the time it takes for us to process your application. You should allow up to six weeks for your passport to be issued.

If you have a mental or physical condition that would prevent you from taking part in an identity interview, please let us know in section 8 of the application form. You should also provide a letter from your doctor or hospital consultant explaining your condition and if this is likely to be permanent or if an improvement can be expected.

What we will ask you at the interview

We will ask you 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.

If you are invited to come for an interview, we will write to you with more information.

If you would like to learn more about this process, look online at **www.direct.gov.uk/passports** or you can contact our passport advice line on 0300 222 0000.

Textphone 030 222 0222

Text Relay 18001 0300 222 0000

You can make your appointment for an interview at any customer service centre or 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 we will provide)
- 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 or 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 we agree this with you beforehand). If the interview office is very busy, your companion may have to leave. If possible, do not bring children to the interview office.

Arriving for the interview

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.

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 we can make a decision.



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 to us are shown below.

Application type	What you will need to send us	Services available			
		Check & Send	Post	Premium (by appointment only)	Fast track (by 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 12 – 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, one must be 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 must be 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	✓

