



# How to fill in your passport application form

Please keep this guide until you have received your new passport

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 .....

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# Main messages

This guide gives you information to help you fill in your passport application form correctly.

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

You can also get full details of how to apply for a passport by visiting our website at [www.direct.gov.uk/passports](http://www.direct.gov.uk/passports)

**If you are applying for your first passport you should allow up to six weeks because of the extra security checks we have to make.**

## **If you are applying for your first adult passport**

If you are an adult applying for your first passport, or a child who is likely to become 16 before we can issue your passport, you are likely to need to have an **identity interview** at one of our interview offices across the country. The interview will help us confirm your identity, help protect you from identity theft and improve passport security.

**Note:** if you were born on or before 2 September 1929, you may not need to have an identity interview.

## **If you are renewing your passport**

If you are an adult and have a fully valid British passport which:

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

you only need to **fill in sections 1, 2, 3 and 9** of the form and send it back to us together with your current passport and two recent photos. The form does not need to be 'countersigned' (see section 10) and the new photograph does not need to be signed if you can still be recognised from the photograph in your current passport.

Please read this guide very carefully before you apply. For more help and advice, contact our Passport Adviceline or [www.direct.gov.uk/passports](http://www.direct.gov.uk/passports)

**Our turnaround times 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.**

# How to use this guide

The passport application form includes instructions telling you how to fill it in. This guide provides extra help on each section of the form.

The application form is split up into 10 sections. Below is a summary of each section, and in most cases this summary will be enough for you to fill in the form. However, if you need more help, read the detailed information this guide gives on the section you need more help with.

## **A quick guide to filling in your passport application form**

### **Section 1**

Put a cross in the relevant box to show what type of passport you are applying for. This section also allows you to ask us to send your supporting documents back to you by Secure Delivery, apply for a 48-page passport, or ask for a Braille sticker.

### **Section 2**

This section is for your contact details. Give your full name (surname and first names) and your full address and postcode. Also give your daytime and evening phone numbers, and your e-mail address if you have one. This is important if we have any questions about your application and we, or our Secure Delivery Provider, need to contact you.

### **Section 3**

Fill in this section to give us details of all passports you hold, have held, are included on, or were included on. This includes British passports, passports and travel documents issued by other countries, and passports you were included on as a child. In this section you should also give details of any passports that have been lost or stolen.

### **Section 4**

Fill in this section if:

- you are an adult (16 or over) applying for your first passport (or a child who is likely to become 16 before we can issue your passport);
- the application is for a child under 16;
- you were born abroad; or
- you are applying to extend your passport or replace a passport that has been lost, stolen or damaged.

### **Section 5**

Fill in this section if the Home Office has granted you a 'certificate of naturalisation' or a 'certificate of registration'.

### **Section 6**

Fill in this section if the application is for a child aged 12 to 15 years.

### **Section 7**

Leave this section of the form blank. (We no longer need a person with parental responsibility to sign the application form for a 16 or 17-year-old).

**Please read section 7 on page 14 for full information.**

## Section 8

Use this space to provide any extra information you think we should know about.

## Section 9

This is your declaration and you must sign and date your application here.

## Section 10

You must ask the person acting as your countersignatory (see page 15) to fill in this section.

### 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

J	O	H	N		S	T	E	P	H	E	N			
---	---	---	---	--	---	---	---	---	---	---	---	--	--	--

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)

### Important

**Please read the next page before you start filling in your application form.**

## 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.

- Use a **black** ballpoint pen to fill in your application form. Do not use a felt tip, fountain pen or fibre-tip pen.
- Black out any minor mistakes with a pen. Do not use correction fluid.
- Ask the person acting as your countersignatory to put their initials next to any mistakes made in section 10.
- 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.)
- Send us photographs that meet the standards set out on pages 18 to 19.

### Important

- Make sure you send the correct fee. Please call the free automated 24-hour passport-fees line on 0800 056 6654 for details of the current passport fees.
- 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.
- If you forget to enclose something, do not send extra documents separately. We will contact you to let you know what to do.
- 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.
- 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 translator to prove it is genuine.
- If you are applying for passports for other members of your family, send all your applications in one envelope.
- 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.**
- Make sure you 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. You can use the space on the front cover of this guide to make a note the number.

### If you need more help filling in this form:

- call the 24-hour 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](http://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 free automated 24-hour passport-fees line on 0800 056 6654 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 on 0300 222 0000 (you will still need to fill in the standard-print version 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](http://www.direct.gov.uk/passports)

# 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 need to apply for their own passport.

### **Adult renewal**

Put a cross in this box if you are 16 or over and renewing your own passport without changing any details, or you are a child who is likely to become 16 before we can issue your passport.

Then fill in sections 1, 2, 3 and 9 of the form.

You must send your current passport with your application. You will not normally need to provide extra supporting documents. Your form will not need to be countersigned (see page 15) and your photographs will not need to be signed unless your appearance has changed considerably since your current passport was issued.

### **Child renewal**

Put a cross in this box if the passport is for a child under 16.

Then fill in sections 1, 2, 3, 4 and 9. You must also fill in section 6 if the child is aged 12 to 15, or section 10 if the child is aged 11 or under.

If the child is likely to become 16 before we can issue their passport, fill in the form as though they were 16, and send us the fee for an adult's 10-year passport. You will not need to provide supporting documents unless there is a court order applying to the child. Please send us any court orders for the child that deal with parental responsibility, residence, contact or taking the child outside the UK.

If the child is 11 or younger, the form will need to be countersigned (see page 15) and **one** of the child's photographs will need to be signed. This does not apply if the child is aged 12 to 15 years, unless their appearance has changed considerably since their current passport was issued.

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 10 for information on who can give permission.

## **Your first British passport**

Put a cross in this box if you have never had a British passport before, or if you were previously included as a child on someone else's passport.

- Fill in sections 1, 2, 3, 4 and 9. Also fill in section 5 or 6 if they apply.
- The person countersigning your form must fill in section 10 and sign one of your passport photographs.

Every adult applying for their first passport is likely to need to have an identity interview.

**Note:** if you were born on or before 2 September 1929, you may not need to have an identity interview.

## **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 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.

Before making your appointment, please decide when you want to have your interview.

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

## **Your particular needs at the interview office**

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

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

**We will do our best to respond to your needs and make the interview as comfortable as possible.**



### **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. Bring the letter (if received) confirming your appointment 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 form. 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. 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.

## A child's first passport

Everyone must have their own passport. 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 order must be sent with the application. A custody or maintenance order does not automatically take away the other parent's parental responsibility.

If a 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 relating to the child that deal with parental responsibility. If another adult is acting as a parent, we will need proof of this.

Please phone the Passport Adviceline on 0300 222 0000 or visit [www.direct.gov.uk/passports](http://www.direct.gov.uk/passports) if you need more advice, or if the person with parental responsibility is not available to give their permission.

## Replacement

Put a cross in this box if you are applying to replace a passport that has been lost, stolen or damaged. **You must also send us form LS01. It is essential that you do this so we can prevent anyone else using your passport and maybe your identity.** Fill in sections 1, 2, 3, 4 and 9. The person countersigning your form must fill in section 10 and sign one of your passport photographs.

We may need to ask you to send more documents, such as a birth certificate or marriage certificate. 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.**

## Extension

You can apply for an extension if you hold a passport that is valid for one year or less. Put a cross in this box if you are applying to extend your passport to a full 10-year passport. Then fill in sections 1, 2, 3, 4 and 9. You should also fill in section 6 if it applies.

## Change in circumstances

Put a cross in this box if you want to change your name, photograph or nationality shown in your passport. 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.

Then fill in sections 1, 2, 3 and 9. You should also fill in sections 4, 5 or 6 if they apply.

**Note:** We will send you a new passport that will not include any children who were previously included on your current passport. They will now need to apply for their own passport.

If you are 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), you may want to apply for a new passport to show your new name before you go on honeymoon. We can issue a new passport up to three months before your ceremony, but it will only be valid from the date of your wedding. To apply you will need a 'Post-date' form (PD2).

**Note:** you can get all forms from post office branches that offer the Check & Send service, any passport office, through the Passport Adviceline or on our website.

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 permission.

### **Extra services**

#### **Using Secure Delivery**

Put a cross in this box if you want us to send your supporting documents back to you by Secure Delivery. Otherwise we will send them by normal mail. Your new passport will be sent to you separately 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 notice of the failed delivery will be sent to you by normal mail. Our Secure Delivery company do not recognise any mail re-direction arrangements that you may have made with Royal Mail.

Please also note, we will not provide compensation for any loss or delay resulting from the use of normal mail when you have not asked for Secure Delivery. Also, we cannot replace any documents that are declared 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.

## Section 2

### Who is the passport for?

Everyone applying for a passport must fill in section 2 of the application form.

Fill in your surname, first names (in full), date of birth, place of birth and any previous names you have been known by. Fill in your new (for example, married) name if you want your passport to be in a new name. You will need to provide proof of any change of name.

Fill in your full address and postcode. This must be a UK address. If you have changed address within the last three years, please use section 8 of the form to give us details of your previous addresses.

You must provide a daytime and evening phone number, and an e-mail address if possible, as we may need to ask you for more information. If you also provide a mobile phone number, we can contact you by text message to arrange the secure delivery of your passport.

#### **Customers who live abroad**

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 post the passport to. We do not currently accept applications by post or e-mail 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 all current, 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 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 and all children under 16

You must fill in this section if:

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

Details of the parents of the person named at section 2 of the application form must be filled in.

If both parents were born after 31 December 1982, or were born outside the UK, write the full name, town, country, date of birth and date of marriage of the grandparents (or details of the parents' claim to British nationality) in section 8 of the application form.

## Section 5

### Certificate of registration or naturalisation

Fill in this section of the application form if you have been granted a certificate of registration or naturalisation by the Home Office.

## Section 6

### Children aged 12 to 15

Fill in section 6 of the application form if the application is for a child aged 12 to 15, or a child who is likely to become 12 before we can issue their passport.

The person named at section 2 of the application form should sign this section. This signature will appear in the passport as a security feature. The person giving permission as a parent must sign section 9 of the application form.

## 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 tell us:

- your grandparents' details;
- details of a previous address;
- details of an alternative address;
- that you have already sent us a LSO1 form; or
- your Typetalk phone number.

## Section 9

### Declaration

All adults aged 16 or over must sign and date this section. This signature will appear on the passport as a security feature.

The parent or guardian of a child under 16 must also sign and date this section and must also give their full name (title, first name and surname) and relationship to the child. Please read 'A child's first passport' on page 10 for information on who can give permission.

**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 a 16- or 17-year-olds passport. 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.

# 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 current 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, 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;
- not be related to you (by birth or marriage);
- not be in a personal relationship with you (this includes a same-sex relationship);
- not live at your address; and
- 'certify' one (not both) of your photographs by writing, 'I certify that this is a true likeness of (your full name)' on it and also signing and dating it.

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's signature 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 ‘A child’s first passport’ on page 10.**

**If you were 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 of 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 of parents' 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.

(continued...)



**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 identical recent photographs. These must meet internationally agreed standards and must be a true likeness of you.

**The photographs 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 in clear and sharp focus, with a clear difference between your face and the background;
- be taken against a plain light grey or plain cream background;
- not have red-eye;
- be of you facing forward, looking straight at the camera;
- not be torn, creased, or marked;
- 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);
- 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;
- show your full head, without any covering, unless you wear it for religious beliefs or medical reasons; and
- be taken with nothing covering your face.

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 aged under 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 photo 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 [www.direct.gov.uk/passports](http://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

# About 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 [www.direct.gov.uk/passports](http://www.direct.gov.uk/passports) or call our free, automated 24-hour passport fees line on 0800 056 6654 for details of the current passport fees.

**Note:** if you were born on or before 2 September 1929 you can get a free, adult 10-year passport.

## Our different services

The services we offer are as follows.

- Standard service - you normally receive your passport within three weeks but can be up to six weeks for first passports
- Premium service - you are guaranteed to receive your new passport within one day (for renewals and amendments only)
- Fast Track service - you are guaranteed to receive your new passport within one-week (for renewals, first passport for a child and amendments only).

**Note:** if you are applying for your first passport you need to use the standard service due to the extra checks we have to make.

## Secure Delivery

The passport fee includes the cost of us returning your new passport by Secure Delivery, and returning your supporting documents 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 using second-class post when you have not asked for Secure Delivery.

# How to send in your application

There are three ways to send us your application.

## Option 1 : by post

Use the addressed envelope that comes with this pack. The documents that you send with your application are valuable. We cannot accept responsibility for any applications and supporting documents you send by normal mail. We advise you to send your application by Special Delivery or Recorded Delivery.

If you are applying for passports for other members of your family, please send all your applications in one envelope.

## Option 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. There is a charge for this service.

## Option 3 : by appointment

Book an appointment at one of our seven regional offices by calling the Passport Adviceline on 0300 222 0000.

**Note:** option 3 is only available for customers using the Fast Track or Premium service. Option 3 is not available if you are an adult applying for your first passport.

If you want someone to collect your passport for you, even if they have made the application for you, they will need to provide evidence 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 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 debit card or credit card instructions at the back of this guide if you're paying by post), cheque, postal order or by cash if you're applying by appointment. 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 numbers from the front of the application forms on the back of the 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.

At post office branches that offer the Check & Send service, you can pay by cash, cheque, debit card or credit card. Make cheques payable to **Post Office Ltd**.

You will need to pay a charge at the post office.

### Protecting your personal information

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 statement by writing to us at:

**Disclosure of Information Section  
Identity and Passport Service  
Aragon Court  
Northminster Road  
Peterborough,  
PE1 1QG.**

## How to contact us

You can find the most up-to-date information on most issues relating to passports, at [www.direct.gov.uk/passports](http://www.direct.gov.uk/passports)

### Passport Adviceline

**0300 222 0000** The line is open 24 hours a day, seven days a week. (Calls to this number will be charged at your network provider's national rate.)

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.

### For information on passport fees

Phone: **0800 056 6654** (A 24-hour free phone service.)

For customers who are deaf or hard of hearing:

Textphone: **0808 156 1559**

## 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 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 safely 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, e-mail 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 e-mail 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 of 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 20 of this guide for details of our guaranteed and non-guaranteed services.



# 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.

The other 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 only)	Fast Track
<b>Renewing an adult passport</b>	<ul style="list-style-type: none"> <li>• Your current passport</li> </ul>	✓	✓	✓	✓
<b>Renewing a child passport</b>	<ul style="list-style-type: none"> <li>• The child's current passport</li> </ul>	✓	✓	✓	✓
<b>Getting your first adult passport</b>	<ul style="list-style-type: none"> <li>• The correct supporting documents (please refer to page 16 and 17 of this booklet)</li> <li>• One of your two photographs must be certified by your countersignatory</li> </ul>	✓	✓	Not available	Not available
<b>Getting a child's first passport</b>	<ul style="list-style-type: none"> <li>• The correct supporting documents (please refer to page 16 and 17 of this booklet)</li> <li>• One of their two photographs must be certified by your countersignatory</li> </ul>	✓	✓	Not available	✓
<b>Replacing a lost, stolen or damaged passport</b>	<ul style="list-style-type: none"> <li>• Your damaged passport (if this applies)</li> <li>• Form LSO1 (if this applies and you have not already sent it in)</li> <li>• One of your two photographs must be certified by your countersignatory</li> </ul>	✓	✓	Not available	✓
<b>Extending a passport</b>	<ul style="list-style-type: none"> <li>• Your current passport</li> </ul>	✓	✓	Only available for certain types of application	✓
<b>Making changes to a passport (for example, change of name)</b>	<ul style="list-style-type: none"> <li>• The correct supporting documents (please refer to page 16 and 17 of this booklet)</li> </ul>	✓	✓	Only available for certain types of application	✓

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