

# Identity & Passport Service

## Passport Fees Applicable from 3 September

From 3 September 2012, the Identity and Passport Service (IPS) are reducing the passport fee for our UK customers, with the exception of collective passports. The table below outlines the revised fees:

		CURRENT FEE	NEW FEE	DIFFERENCE
Adult	Post / Post Office Check & Send / Online	£77.50	£72.50	-£5.00
	Fast Track*	£112.50	£103.00	-£9.50
	Premium*	£129.50	£128.00	-£1.50
Child	Post / Post Office Check & Send / Online	£49.00	£46.00	-£3.00
	Fast Track	£96.50	£87.00	-£9.50
	Premium*	£109.50	£106.50	-£3.00
48-page passport**	Post / Post Office Check & Send / Online	£90.50	£85.50	-£5.00
	Fast Track	£120.50	£111.00	-£9.50
	Premium	£138.50	£137.00	-£1.50

\* not available to **first time** applicants

\*\* a standard passport is 32 pages. If you are a frequent traveler and need extra space for visas, this option may be of interest. This is not available for child applications.

Please note:

- The fee for Collective Passports will remain as is at £39.00 per applicant.
- There is no change to the fees for overseas customers.

## **Frequently Asked Questions**

**Q: I have a passport application in now. Can I withdraw this application and pay the lower fee in September?**

A: Passport applications can be withdrawn at any point before the passport has been issued, however we cannot refund the fee. This is because we will already have carried out a lot of work in processing it. A new application would need to be made at a later date and the new fee paid upon application.

**Q: Why can't you give refunds to customers who paid the old, higher fees in the prior weeks?**

A: IPS fees are laid out in its Fees Order; this is approved in Privy Council with a specific implementation date. Fees charged are governed by the Fees Order in place at any given time, and it means we can't issue refunds to customers who paid the old, higher fee.

**Q: Why is the reduction for child applicants smaller than that for adult applicants?**

A: The reduction represents 6% of the current passport price for both adult and child passports.

**Q. Why aren't the decreases the same across all passport application types?**

A: The fees we charge for each type of passport reflect how much it costs IPS to produce that passport. We have adjusted the fees for each of these passport types to reflect the recent changes in IPS' production costs.

**Q: Will the reduction in price mean a lesser service for the customer?**

A: No. The price reduction is a result of efficiencies we have made in order to give the taxpayer and the fee payer better value for money, whilst also maintaining customer service at the same high levels.

**Q. Why isn't the fee change coming into effect until September?**

A: We always make any changes to our fees in the autumn. Fee changes involve complex system changes and staff retraining, and we can only do that, without impacting customer service, once the peak season for passports is over.

**Q. Does IPS profit from providing passport services?**

A: No. Treasury rules prevent us from making a profit but neither do they allow us to make a loss. The reduction of the fees in September 2012 will ensure that we recover our costs.