

Instructions:

1. Copy the text below into an email.
2. Personalise the letter with your details and share any personal experiences you feel are important. If you weren't personally affected, then remove those paragraphs and instead say that you are writing in support of people who are denied boarding and compensation because the airlines wouldn't accept their eVisa.
3. Find your MP's email address: <https://www.parliament.uk/get-involved/contact-an-mp-or-lord/contact-your-mp/> and cc info@the3million.org.uk in your email.
4. Drop us a line on info@the3million.org.uk once you receive a response from your MP

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Subject: Gap in Aviation Regulation - help protect eVisa holders like me from being wrongly denied boarding (**POST CODE**)

Dear [MP Name],

I am writing to you as your constituent (**Add your Address/post code here**) because (**I struggled to prove my status on my recent flight back to the UK/ I was denied boarding**) when the airline carrier would not accept my digital only proof of immigration status, an eVisa. I have no straightforward path to compensation or means to file a complaint.

The problem does not lie with the Home Office but with the regulations for airline carriers being too vague for the modern era of digital status. Carriers can claim that I am '**inadequately documented**', and thereby both refuse to allow me to get on the plane, **and** deny me any compensation that is usually due when people are denied boarding for e.g. overbooking or other reasons.

The problem is that the term 'inadequately documented' is not defined anywhere.

There is a bill currently going through parliament which is the perfect opportunity to address this - the [Civil Aviation \(Consumer Protection and Regulatory Reform\) Bill](#). The second reading of the bill was held on Wednesday 9th September, and you can see that this matter was [raised by an MP](#) during the debate. The Committee stage is due to conclude by 22 October 2026.

The3million and ILPA, the Immigration Law Practitioners' Association, have written a [letter](#) to the Aviation Minister Keir Mather MP, asking if the government will put forward an amendment to this bill.

Would you be able to help by:

- **Reaching out to Keir Mather MP to highlight the need for this amendment; and**
- **Discussing with other MPs cross-party to potentially lay an amendment if the government is not willing to propose an amendment?**

Please see the following for your information:

- The letter that the3million and ILPA sent to the Aviation Minister - <https://the3million.org.uk/sites/default/files/documents/t3m-ILPA-letter-TransportMinister-AviationRegulations-21Aug2026.pdf>
- the3million's suggested amendment and briefing with case studies - <https://the3million.org.uk/sites/default/files/documents/t3m-briefing-CivilAviationBillAmendment-06Jul2026.pdf>
- Letter to the3million from the **Independent Monitoring Authority For the Citizens' Rights Agreements** (IMA) in which the IMA shares the3million's concern about people being wrongly denied boarding - <https://the3million.org.uk/sites/default/files/documents/IMA-letter-t3m-TravelDisruptionReentryRightsEUSSCitizen-03Aug2026.pdf>

I would be grateful if you could let me know what action you intend to take, and whether you would be willing to raise this with one or more of your colleagues as requested above. I am happy to share further details of my experience (including receipts and correspondence with the airline) if that would help.

Thank you for your time. I look forward to hearing from you.

Yours sincerely,

[YOUR FULL NAME]

[YOUR ADDRESS, INCLUDING POSTCODE]

[YOUR EMAIL / PHONE]