



Home Office

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Dear Zoe, Monique and Jane,

Thank you for your correspondence of 30 April to the Minister for Migration and Citizenship about British citizen dual nationals who hold EU Settlement Scheme (EUSS) status, and the impact of Electronic Travel Authorisation (ETA) enforcement. Your correspondence has been passed to a policy official for a response.

Summary of the position for British citizen dual nationals

In most cases, British citizen dual nationals should evidence their right of abode for travel with either a valid British passport or a passport linked to a Certificate of Entitlement (CoE).

British citizens including those who are dual nationals of another country, are not eligible to apply for an ETA, regardless of whether their other nationality would typically qualify. They should prove their permission to travel using their valid British or Irish passport or their other passport containing CoE to their right of abode in the UK.

British citizen dual nationals who were granted settled or pre-settled status under the EUSS have always been able to travel to the UK using a passport or (in the case of EU, EEA and Swiss nationals) a national identity card from their other nationality, provided that document is valid and linked to their UK Visa and Immigration (UKVI) account. In light of ETA enforcement, we provided further clarification to our guidance for British citizen dual nationals at www.gov.uk/dual-citizenship.

As you have highlighted, this clarification of Withdrawal Agreement rights in light of ETA enforcement is already being communicated through GOV.UK and partner channels.

Public guidance and information

The Home Office continues to review relevant public-facing guidance to ensure that information referring to British citizen dual nationals also clearly signposts the position for EUSS status holders where it is applicable and practical to do so. Most recently we have made updates to the [Check if you need a UK visa - GOV.UK](#) tool with instructions for British citizen dual nationals.

We also continue to explain the policy through our existing wider engagement activity and have ensured that both printed and electronic materials provided to those registering or naturalising as British citizens are consistent with the Government's overall messaging, including the position for British citizen dual nationals with EUSS status.

In line with our standard procedures for all policy and operational changes, HM Passport Office (HMPO) is provided with accurate and up-to-date information. As HMPO contact centres do not provide advice on travel or border requirements, people are directed to GOV.UK guidance, including the [dual citizenship](#) page, for the most up-to-date information.

As you are aware, we have already emailed people who have registered or naturalised in the last 10 years where we hold usable contact details. At this stage, our focus is on allowing ETA enforcement to bed in, given it is already operating successfully for millions of travellers. We therefore consider it proportionate to allow ETA enforcement to embed, monitor traveller behaviour and feedback, and review whether further targeted communication is needed.

The Home Office will keep under review the most proportionate ways to ensure people are aware of the updated guidance, including through [GOV.UK](#) and stakeholder networks.

In response to your points about refunds and compensation, I would like to reaffirm that people who have naturalised as a British citizen are still eligible to apply for a British passport or CoE, there is no change in that respect.

As noted above, British citizen dual nationals who were granted settled or pre-settled status under the EUSS have always been able to travel to the UK using their other nationality document, provided it is valid and linked to their UKVI account. Where an EUSS status holder has subsequently acquired British citizenship, obtaining a British passport has always been optional. People may choose to apply for one for reasons unrelated to travel to the UK. As this is a matter of personal choice, refunds will not be considered on this basis.

Regarding your point about British citizen dual nationals being denied boarding for not holding a British passport or CoE, the Home Office continues to work with carriers to support a consistent understanding of the requirements. Carriers are responsible for confirming that passengers hold the required documentation or status before permitting travel. Carriers are responsible for undertaking pre-departure document checks and the decision to carry a passenger is ultimately an operational decision for the carrier.

Lastly, to clarify, British citizen dual nationals holding a valid British passport are not required to obtain permission to travel. However, where they were granted status under the EUSS, this can be evidenced digitally and linked to their non-UK travel document,

enabling carriers to automatically confirm their EUSS status for travel purposes. This does not constitute a grant of permission but is a means of evidencing their Withdrawal Agreement beneficiary status.

Thank you once again for taking the time to write to the Home Office.

Yours sincerely,

L Lawless

Future Border Immigration System Programme