

Dear EU citizen,
We've written about problems travelling with an eVisa so many times. Back in 2022 we dedicated a whole report to the Independent Monitoring Authority about it. Over the last year we've written multiple letters to the Home Office about it.

This is because we knew that with airlines facing stricter guidelines on who is allowed to board, there would be an increased number of cases where people with every right to travel home to the UK would be denied boarding.

To add insult to injury, when people are denied boarding, they are often also denied compensation.

This is because airlines will simply say you were 'inadequately documented'. It's your word against theirs. The phrase 'inadequately documented' isn't defined anywhere, and in this new digital age we desperately need a definition, one that protects passengers!

There is a bill currently going through Parliament, called the Civil Aviation (Consumer Protection and Regulatory Reform) Bill. This provides the perfect opportunity to ensure that a clear definition is included in the Government regulations that carriers have to comply with.

Together with the Immigration Law Practitioners' Association (ILPA) we have written to Kier Mather MP, the Aviation Minister, to ask him to amend this bill so that passengers with eVisas are better protected, and can receive compensation from carriers if things go wrong.

On Wednesday, Graham Leadbitter MP from the SNP raised this issue in the Second Reading debate of the bill. He asked Keir Mather to consider our amendment, to make sure people are not unjustly denied boarding and compensation.

Watch the speech

Please will you write to your MP about this? We have a template letter with all the information you need. All you need to do is add a line about your personal situation. Of course even if you have not struggled with travelling yourself, you can still write the letter in support of others - just adapt the template as much as you want.

Download a copy of the template letter

If you have any problems opening the template letter, just hit reply and we'll send it to you directly by email instead.

Please write as soon as you can. Now that the Second Reading has taken place, the next step is the Committee stage, which will start on 20 October. So over the next few weeks MPs of all parties will be thinking about amendments.

This is the perfect time to write, to ask the Government to amend this bill to strengthen carrier regulations!

"I am an 82 year old with settled status and have lived in the UK for over 25 years. My UKVI details are up-to-date with my passport and national ID card and there had never been a problem either checking in at the airport or entering the UK. Yet I was blocked at the airport and denied boarding ('refused transport' as the airline calls it to avoid compensation). The check-in person I had to deal with was impatient and very rude and either refused or was unable to check my settled status details linked to my passport. I missed my flight and had no choice on a Friday evening but to travel by train over 3 hours back to the village where I had started my journey arriving at midnight. The whole experience was very traumatic and exhausting."

"I have suffered significant financial losses including missed flights, rebooking fees and other associated costs. I have now been stranded here for two days through no fault of my own."

In solidarity
Monique

Monique Hawkins, is the acting CEO, and Head of Policy and Advocacy, at the3million

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Our reports are entirely informed by you raising your issues with us.

If you or your family and friends experience any issues in applying for EUSS family permits, pre-settled or settled status, or in using a digital status, report it:

Report it

Get help with the EU Settlement Scheme



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Thank you for reading our newsletter.

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We are grateful for your support, as we simply couldn't have campaigned for citizens' rights since 2016 without you.

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