

House of Lords Justice and Home Affairs Committee

Electronic border management systems - follow-up

I wish to thank the Committee for the opportunity to provide a written submission on the issue of dual nationals travelling between the UK and the EU. I apologise for the length of this submission, but I consider it necessary to explain the background to the problem in detail, and to set out that the International Air Transport Association (IATA) has made references to this problem over several years.

I will set out my submission under the following headings:

1. Background - Which passport to present at border control
2. Background - Which passport to present to the carrier before travelling
3. The problem - which passport to attach to a travel booking (which is therefore used in online check-in)
4. IATA references and recommendations about the dual nationality issue
5. Potential solution - carriers
6. Potential solution - UK and EU authorities
7. Note on juxtaposed borders (Eurostar/Eurotunnel/ferry ports)
8. Note on British dual nationals without a valid British passport
9. Note on dual nationals with passports in different names
10. Experiences from dual nationals who have reported to us

The section of most potential interest to the committee should be **section 6**, which sets out a very simple solution to the problem, requiring some modest technical development from both the UK and the EU authorities.

About the3million

the3million is the largest grassroots organisation for EU citizens in the UK, formed after the 2016 referendum to protect the rights of people who have made the UK their home.

This submission is restricted to those dual nationals who are resident in the UK, and who are both a British citizen and an EU citizen (except Irish).

1. I use EU citizen as shorthand for EU, EEA or Swiss citizen.
2. I exclude Irish citizens because they are exempt from both ETA, ETIAS and EES and are therefore not impacted in the way I set out in this submission.
3. I exclude British dual nationals whose other nationality is not an EU one, because they are not necessarily required to enter the EU with that other nationality, and can therefore enter the EU with their British passport and an ETIAS.
4. I focus on dual nationals who are resident in the UK because that is the cohort that the3million represents and has expertise on.

1. Background - Which passport to present at border control

Below, I describe which passports should be presented to border force officers in the UK and the EU. I do so in the order that one would encounter them on a return journey starting from the UK.

To leave the UK:

The UK does not operate exit checks in general.

However, when leaving the UK via the Eurostar or Eurotunnel juxtaposed borders, there are UK Exit Checks before the French entry checks. Dual UK/EU nationals should present their UK passports when going through the UK exit checks - to match with their UK entry.

When leaving the UK via airports, we understand that the airlines send API data to the Home Office in lieu of formal exit checks. If people have therefore used their EU passport on the booking (see further below), then there will be a mismatch between the UK passport presented on entry, and the EU passport recorded via API on exit.

To enter the EU:

A dual EU/British citizen should present their EU passport when entering the EU. This is to ensure exemption from a 90/180 day limit on their presence in the EU, from passport stamping, from being registered in the EES and (in due course) from requiring an ETIAS.

- EES guidance making clear EES does not apply to EU citizens: <https://travel-europe.europa.eu/ees/to-whom-does-ees-not-apply>
- ETIAS guidance making clear ETIAS does not apply to EU citizens: <https://travel-europe.europa.eu/etias/about-etias/who-should-apply#who-does-not-need-an-etias-travel-authorisation>

I note that in the evidence session of 14 October 2025 (<https://committees.parliament.uk/event/25184/formal-meeting-oral-evidence-session/>), Associate Professor Niovi Vavoula stated that a dual UK/EU national who is residing in the EU would need to show their British passport to enter the EU. This is not something I was aware of, and if this is the case, it contradicts what I have written above about needing to enter with the EU passport. However, as I said at the start of my submission, I am primarily discussing dual UK/EU nationals who are residing in the UK.

To leave the EU:

A dual EU/British citizen should present their EU passport when going through EU exit controls to leave the EU. This is to ensure that the entry and exit is matched.

If they were to leave on their British passport, then an EU Border Force officer would query why there was no entry stamp, no EES file, or no entry record on an EES file.

To enter the UK:

A dual EU/British citizen must present their British passport, an Irish passport or another valid passport containing a certificate of entitlement when entering the UK. This is to ensure exemption from requiring an ETA, and in any case, it is required by UK policy.

- ETA guidance making clear ETAs do not apply to British citizens: <https://www.gov.uk/eta/when-not-need-eta>
- Home Office Naturalisation Guidance section “Travelling to and from the UK after naturalising”) making clear that post naturalisation, it is no longer possible to travel to UK using a BRP or digital status <https://www.gov.uk/government/publications/form-an-guidance>
- UK Government guidance on dual citizens during ETA transition period, advising dual British citizens to obtain a British passport <https://www.gov.uk/guidance/electronic-travel-authorisation-eta-guide-for-dual-citizens>.

Note: a certificate of entitlement costs £589, whereas a British passport costs around £100 (at time of writing). Therefore, while it may be considered useful to have such a certificate attached to the EU passport, in practice this is not an attractive alternative. In addition, I am not certain whether the Home Office databases hold a digital representation of such a certificate of entitlement against the individual’s EU passport. If it does not, then the Certificate of Entitlement would not even help to obtain the required ‘Ok to Board’ message when the EU passport is sent to the UK via iAPI.

2. Background - Which passport to present to the carrier before travelling

UK ==> EU: While in the UK, preparing to travel to the EU:

The EU has not yet implemented pre-travel authorisation in the form of its ETIAS scheme. It is therefore currently still possible for a dual UK/EU citizen to show the carrier a British passport, which will allow them to travel visa free to the EU.

If at a juxtaposed border such as Eurotunnel or Eurostar, the passenger will however need to show their EU passport in order to avoid having to interact with the EES process.

Once ETIAS is in operation however, it will become **necessary** for the dual national to present their EU passport to the carrier, to demonstrate they have permission to travel to the EU without an ETIAS (for which they are in any case not eligible, being an EU citizen).

UK <== EU: While in the EU, preparing to travel to the UK:

With the UK’s introduction of the ‘universal permission to travel’ (UPT), which we understand will be in place by some time in 2026 as soon as the ETA scheme is fully enforced, every passenger **must** demonstrate a ‘permission to travel’ before being allowed to board. This can be in the form of:

- **A British or Irish passport**
- **A passport linked to a valid eVisa** - not appropriate for the cohort we are describing, namely dual citizens resident in the UK. This is because they either never had an eVisa, or they did before naturalising but this can no longer be considered valid (even if perhaps still visible via the eVisa ‘View and Prove’ system)
- **An ETA** - again not appropriate for the cohort we are describing, because British citizens are not eligible to apply for ETA and in any case if they are resident in the UK they are not visitors

In the past, before the introduction of UPT, a dual UK/EU citizen could travel to the UK on their EU passport and then present their UK passport **post-travel** at entry to the UK. However, UPT pushes the border *out*, away from the physical UK border. This same dual citizen must therefore now present their British passport **pre-travel** to be allowed to board the carrier.

Summary

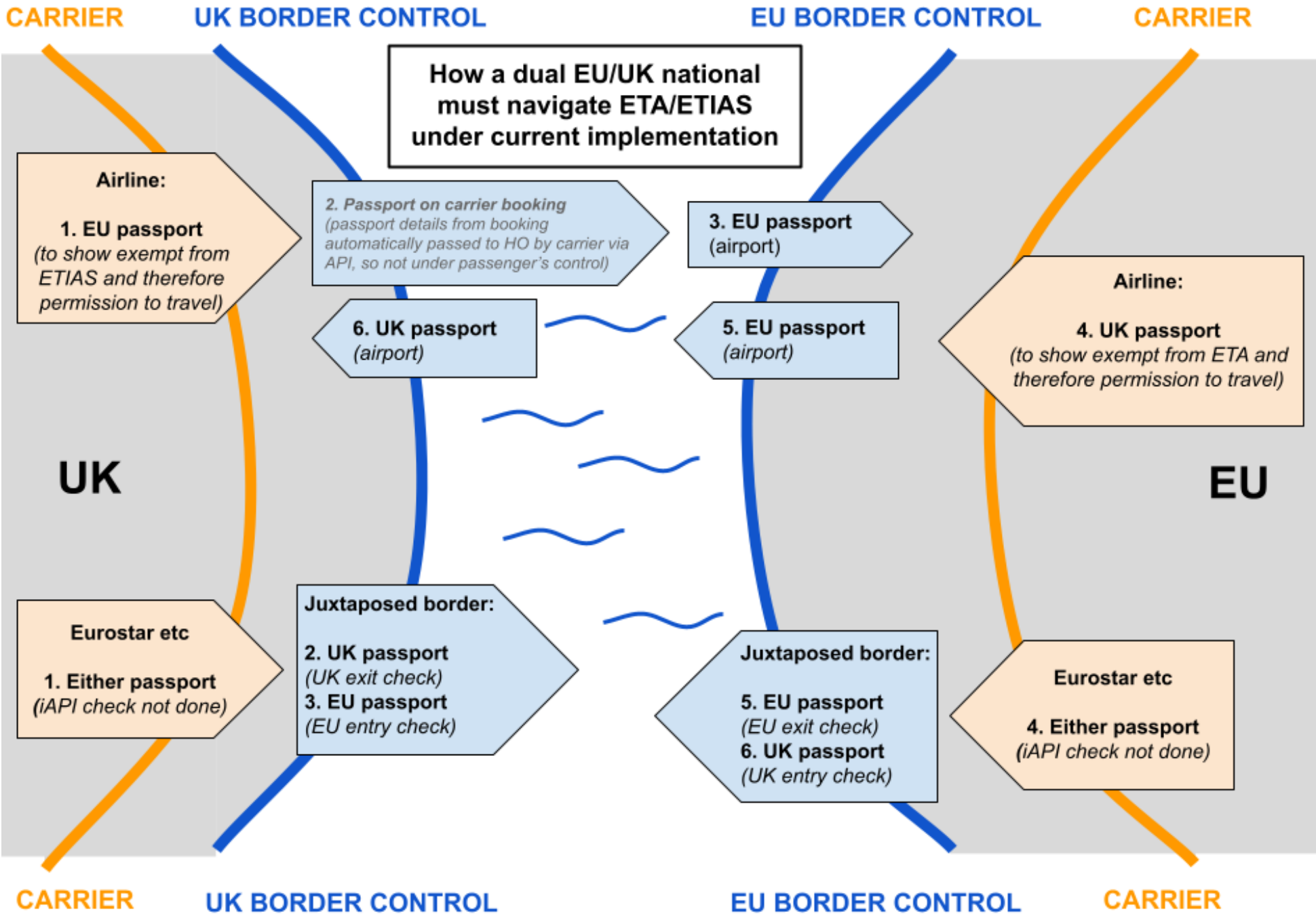
Although the switching between passports can become second nature for frequent travellers, it can be a rather confusing description to read.

Therefore, I have included a diagrammatic representation on the following page, showing which passports should ideally be presented at border control, and which should be presented to the carrier. In the following sections I will discuss the problems and challenges that arise.

The steps are numbered 1-6 in the order of making a return journey from the UK to the EU:

1. OUTBOUND: Checking in with carrier
2. OUTBOUND: UK exit check (if applicable)
3. OUTBOUND: Entry at EU border control
4. RETURN: check-in with carrier
5. RETURN: EU border control exit check
6. RETURN: Entry at UK border control

How a dual EU/UK national must navigate ETA/ETIAS under current implementation



3. The problem - which passport to attach to a travel booking (which is therefore used in online check-in)

As stated earlier, the problem for dual nationals will become more acute once both ETA and ETIAS are fully operational. At the time of writing it is still possible for a UK/EU dual national to show their UK passport to the carrier in both directions.

Therefore, in what follows, I am discussing the situation where both ETA and ETIAS are fully operational.

As is apparent from section 2, “Which passport to present to the carrier before travelling”, a dual citizen will need to present their EU passport to the carrier when travelling to the EU, and their UK passport when travelling to the UK.

This is what I referred to in my evidence to the committee on 12 March 2024 (<https://committees.parliament.uk/oralevidence/14476/pdf/>) when I said “*when you are a dual national you must in a lot of cases be able to attach a different travel document or passport to separate legs of your journey. With a lot of airlines you only attach one passport to the entire round trip, so there is a real problem there.*”

Carriers do not currently provide the facility to attach two passports to a return-trip travel booking. Instead, it is common functionality that when you enter your passport details into the booking, that passport is automatically linked to both the outbound and return legs of the booking.

With some carriers it is possible however to **change** the attached passport halfway through the journey. So, you could link your EU passport to the booking initially and proceed to travel to the EU. Once in the EU, you can log back into your booking, change the passport to your British one, in preparation for your return journey to the UK.

The reason people do this switching, is to be able to use online check-in functionality in both directions of the journey. As I will show further below, this is more than just a convenience, it can make the difference between being denied boarding or not.

First, I will explain why it is not possible to use online check-in functionality in both directions of travel if a single passport is attached to the whole booking. We do so by examining the two choices available - attaching the British passport to the whole journey or attaching the EU passport to the whole journey.

Attaching the British passport to the whole booking.

During online check-in for the outbound journey, the British passport details will be sent via iAPI to the EU system. The EU systems will look up the British passport details on their databases to see whether it is linked to a valid ETIAS, visa or residence permit. Given that this dual national passenger will not have applied for an ETIAS and also does not have a visa or residence permit for an EU member state, the system will draw a blank. Therefore, it will not be possible to issue a boarding pass at this point, and the passenger will be directed to a check-in desk at the port of departure instead.

On their return journey however, the online check-in should work, because the British passport will instantly result in an ‘Ok to Board’ iAPI response from the UK Home Office.

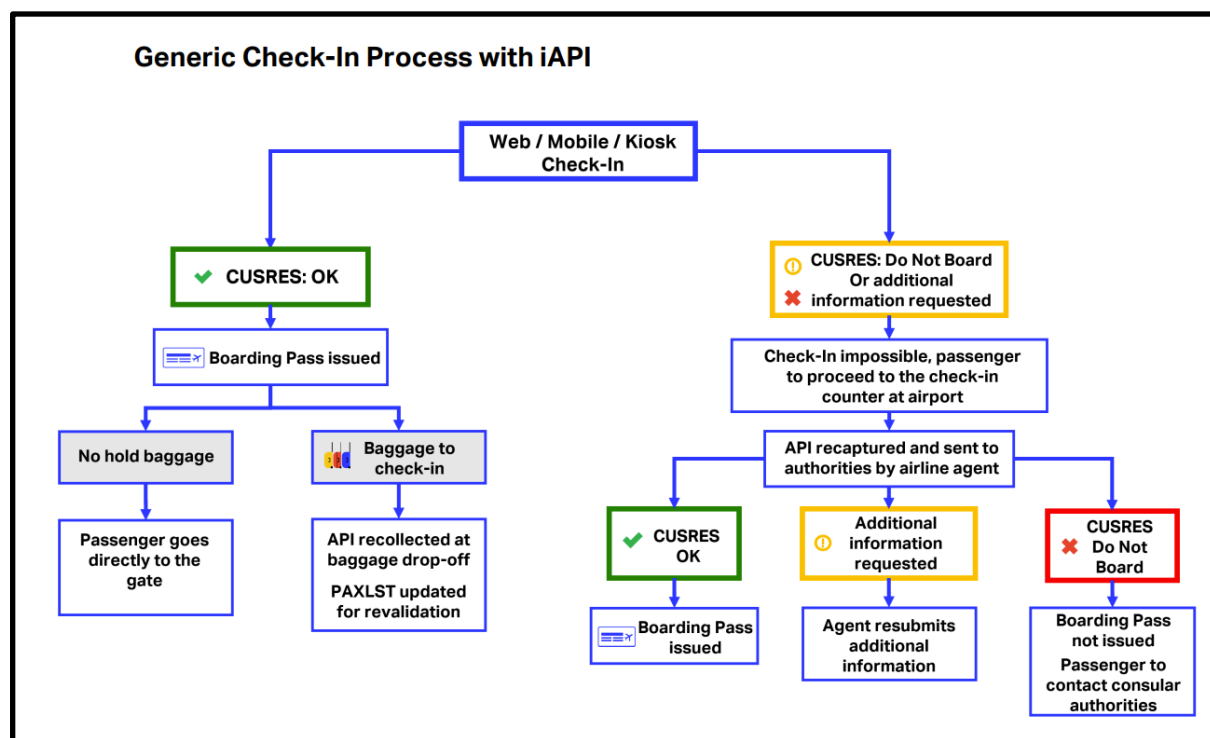
Attaching the EU passport to the whole booking.

This time, the online check-in for the outbound journey will present no problems, because the EU passport should instantly result in an 'Ok to Board' iAPI response from the EU.

However, on the return journey, the online check-in will fail, because the EU passport details sent via iAPI to the UK will not find a linked ETA or eVisa.

Failure to check-in online redirects passenger to airport check-in counter

The situation of being directed to check-in counter at the airport if the iAPI doesn't return an 'Ok to Board' is also described in diagrammatic form in the IATA document [Interactive Advance Passenger Information \(iAPI\) Best Practice - 2024](https://www.iata.org/en/publications/api-pnr-toolkit/#tab-2) (available from <https://www.iata.org/en/publications/api-pnr-toolkit/#tab-2>):



Consequences of not being able to check-in online

As stated earlier, being unable to check-in online and instead being directed to a manual check-in desk at the airport is not *merely* an inconvenience. It means the passenger is consistently at a greater risk of being denied boarding, due to the ubiquitous commercial practice of carriers overbooking their flights. (It also results in greater costs to the airline, something we wrote about in the 'Border Management Today' magazine in Nov 2023 - <https://the3million.org.uk/publication/2023110101>).

The later one checks in, the higher the risk of not being able to travel if the flight is overbooked. If it is not possible to check-in online, and one must check in manually at the airport instead, then by definition one is likely to check in later than most other passengers who will have had the opportunity to check in online.

See for example British Airways 'Additional Conditions of Carriage' (<https://www.britishairways.com/content/information/legal/additional-conditions-of-carriage>) which confirms that those who check-in latest run the greatest risk of denied boarding:

*Handling of oversold flights - Like other airlines, we sometimes sell more seats than are available on an aircraft because we know that some of our customers with reservations will fail to check in. Overbooking adjustments are helpful to both our customers and us because they enable us to accept a limited number of customer bookings that otherwise would have been refused on a full flight. Our flight control computer system provides detailed historical data on each flight to help us carefully control the level of overbooking. Since we're able to gauge the number of passengers who are likely to travel, it's rare for seats not to become available at departure. However, if necessary, we follow our overbooking procedures by soliciting volunteers at the airport to transfer to a later flight if it appears that we might not be able to accommodate everyone who is booked. If we have to ask for volunteers, we offer suitable compensation to those who accept to travel later. **If insufficient volunteers come forwards, all passengers with seat numbers allocated are accepted for boarding and boarding priority for remaining passengers is determined by cabin and time of attempted check-in at the airport.** Our denied boarding assistance and compensation provisions are detailed in our General Conditions of Carriage.*

Not all airlines allow switching of passports between outbound / return legs

For example, we have received many reports from people travelling with Ryanair who said they were unable to change their passport halfway through their return journey.

Ryanair's Help Centre, available at <https://help.ryanair.com/hc/en-gb/categories/12488813755537-Check-In-Travel-Documents>, has a question "**Can I have different travel documents on the outbound and return flights?**", and the answer states "**We do not accept different travel documents on your outbound and return flights. The only exception is if a travel document has been lost/stolen and a government-issued temporary document must be used for one of your trips**".

We do not have any comprehensive information about which airlines do and do not allow switching of passports between outbound and inbound legs of a return journey.

4. IATA references and recommendations about the dual nationality issue

An IATA document from 2022, [Guidelines on Advance Passenger Information \(API\)](https://www.iata.org/en/publications/api-pnr-toolkit/#tab-2), available at <https://www.iata.org/en/publications/api-pnr-toolkit/#tab-2>, states that dual nationality is a growing issue:

Issues such as non-compliant passports, dual nationals, and dual/multiple citizenship are growing and can create difficulties for both aircraft operators collecting the data and Border Control Agencies processing the data.

It highlights that there are fields available in API which could in principle store other data - albeit recognising that this would impose additional burdens on carriers - including "Other Document Number Used for Travel", and note explicitly that

"This can be helpful in the case of dual nationals who may legitimately use two national documents as part of their journey."

It also mentions that border control agencies have a responsibility to:

Provide an opportunity to collect new data not otherwise detected through an immigration clearance line, such as new passports or alternate nationality travel documents for dual citizens.

The IATA Control Authorities Working Group (CAWG) aims to facilitate collaboration between governments and the airline industry. It published a 2019 document [Passengers Holding Multiple Passports](https://www.iata.org/en/programs/passenger/passenger-facilitation/facilitation-policy/), available at <https://www.iata.org/en/programs/passenger/passenger-facilitation/facilitation-policy/>

This recognises the general problems described in my submission above and recommends:

4.1. Border authorities should recognize that passengers may hold more than one valid passport, even when it is forbidden for their own citizens. States should recognize that these passengers may use them alternately during a single journey. States should review and adopt policies that recognize multiple nationalities and implement processes that support such travellers, for example with a system which can link multiple travel documents to a single passenger to enable reconciliation.

4.2. Border authorities should recognize that airline's systems are currently only able to collect and transmit API data from one travel document per passenger per journey. Airlines and authorities should work together to consider how API collection and transmission may support more than one passport for a passenger or how API data sent can be reconciled with another travel document of a passenger upon arrival.

4.3. When establishing an entry/exit system, States should establish processes to reconcile multiple passports to one passenger.

The IATA document referred to earlier ([Interactive Advance Passenger Information \(iAPI\) Best Practice - 2024](#)) gives a relevant 'Best Practice' example of Canadian citizens with dual nationality who were not able to obtain a Canadian eTA, along with a solution:

Another challenge faced in the onset of the iAPI system implementation were Canadian citizens with dual nationality who were travelling on their foreign passports and were not able to apply for an eTA, therefore having to obtain an emergency travel document if their Canadian passport was expired. A process was quickly developed for these dual nationals to apply for an electronic exemption that enabled an 'OK to board' message at check-in.

Furthermore, it points to a potential solution that could be implemented by carriers:

"When it comes to passengers who hold and use multiple travel documents for one journey, an iAPI system may offer the possibility of solving travel document data discrepancies prior to departure, i.e., a travel document used by the passenger at check-in and its details provided for API purposes, and a second travel document presented by the passenger upon arrival at the border control point. Should the first travel document not be found in authorities' databases, the aircraft operator may prompt the passenger to provide a secondary travel document."

5. Potential solution - carriers

Although the IATA documents recognise that it may be disproportionate to change international API and iAPI standards to include second travel document details, they do point to a potential simpler solution.

Namely, that if online check-in fails, the carrier's passenger-facing system simply asks the passenger if they wish to supply a secondary travel document.

Therefore, in the scenarios described above, passengers would be able to book their return journey with just one document, and - at the point where that document fails either an ETA or an ETIAS requirement - the system asks, 'can you provide another document?'

To illustrate, we go back to the example where a dual EU/UK national booked the whole journey under their EU passport. As stated in section 3, under the example "Attaching the EU passport to the whole booking.", we saw that online check-in would fail for the journey back to the UK, because the UK Home Office would not return 'Ok to Board' when presented with the EU passport (no ETA, no eVisa).

If at this point the airline's system asked the passenger to provide a second document, namely their British passport, and re-tried the online check-in, this would succeed.

Clearly this solution would require all carriers to update their systems.

6. Potential solution - UK and EU authorities

A second solution would be for the national authorities to allow UK/EU dual nationals to register their EU passports with the Home Office, and their UK passports with the EU systems.

Taking the same example again of trying to travel to the UK on the EU passport, this would mean very simply that when someone tries to check-in with their EU passport, the iAPI would return 'Ok to board' because the Home Office systems would know that this EU passport was held by someone who is also British, and therefore must have 'Permission to Travel'.

Just as an EU visitor can register for an ETA via an app, a dual EU/UK national should be able to register their two documents via an app. In contrast to an ETA, this must of course be free.

This solution is cleaner and does not require all carriers to update their systems. It should be technically very simple to roll out.

As mentioned earlier, IATA's [Interactive Advance Passenger Information \(iAPI\) Best Practice - 2024](#) 'Best Practice' example of Canada said:

A process was quickly developed for these dual nationals to apply for an electronic exemption that enabled an 'OK to board' message at check-in.

Another advantage of this solution is that dual EU/UK nationals will then not be forced, as they are now, to maintain two passports.

There will be EU/UK nationals who will struggle to afford to have (and continually renew) two passports for each member of the family. There will be those who do not travel ordinarily due to the cost of doing so, and therefore not have renewed their passports because there was no need.

However, when for example a family emergency arises, and they need to travel, they will suddenly face costs to purchase double the number of passports. This is an equalities issue.

7. Note on juxtaposed borders (Eurostar/Eurotunnel/ferry ports)

The juxtaposed borders (for example St. Pancras International station for the Eurostar train) do not need to use iAPI, because they have border force officers from both UK and French authorities in one location. They are therefore able to do pre-travel checks in situ, without any need to receive an electronic 'ok to board' message from the foreign authorities.

However, dual EU/UK passengers still need to have both passports to make a return journey. They need the EU passport to show exemption from EES and (in due course) ETIAS, and they need the UK passport to show exemption from ETA.

The solution proposed in section 6 could therefore be of benefit here also, to allow people to travel with just one passport if necessary (for example if one had expired and not yet been renewed). If someone's British passport was recognised to belong to a dual EU/UK national, it would demonstrate exemption from EES and ETIAS. Similarly, if someone's EU passport was recognised to belong to a dual EU/UK national, it would demonstrate exemption from ETA.

It would be useful if clear guidance for dual nationals was provided on Eurostar and Eurotunnel websites.

For example, this Eurotunnel page <https://www.leshuttle.com/uk-en/travelling-with-us/before-you-go/travel-documents-for-leshuttle> does not make any provision for dual nationals. Searching on the site for the word "dual" only brings up references to dual carriage ways. (<https://www.leshuttle.com/uk-en/search?q=dual&type=0>)

On the Eurostar help centre page, <https://help.eurostar.com/?language=uk-en>, entering the word "dual" brings up no results. A Eurostar webpage about Advanced Passenger Information (<https://www.eurostar.com/uk-en/travel-info/your-trip/travel-documents/advance-passenger-information>) has an FAQ at the bottom asking

I have a return journey on my booking. Do I have to complete API for each leg separately?

No, you don't. You just need to provide API once for each passenger on your booking. You'll then receive your outbound and return tickets.

Such guidance should make it clear for dual national passengers which passport they should present at which checkpoint.

8. Note on British dual nationals without a valid British passport

There are many British dual nationals (resident either in the UK or abroad) who may at times not have a valid British passport for example if their previous one expired.

At the moment, while ETA is not yet fully enforced, it should still be possible for them to travel to the UK, as set out in this GOV.UK webpage "Electronic travel authorisation (ETA): guide for dual citizens" at <https://www.gov.uk/guidance/electronic-travel-authorisation-eta-guide-for-dual-citizens>.

It states:

“If you do not have a valid document and need to travel soon

Currently, if you’re a British dual citizen with a valid passport for one of the nationalities that can get an ETA, you should be allowed to board transport to the UK as normal, without an ETA.”

Once ETA is fully enforced, such dual UK/EU nationals will face a serious challenge in trying to travel to the UK. They may even be wanting to travel to the UK for the purpose of renewing their British passport there using a premium service.

If the solution described in section 6 is adopted, then such dual nationals should be able to register their EU passport with the UK authorities, so that it can be tagged as belonging to a dual UK/EU national.

9. Note on dual nationals with passports in different names

There are many dual nationals who find themselves in the same position as me - namely having two passports in different names. I am Dutch and have naturalised as a British citizen. Although the Netherlands generally do not allow dual nationality, there are certain exemptions including being married to someone whose nationality you want to adopt.

My Dutch passport shows the surname I was given at birth, and this will not change despite changing my name through marriage. It does note ‘spouse of Married Name’ but the machine-readable part of my Dutch passport only shows my birth name.

My British passport however is in my married name, since that is the name by which I am known by all UK authorities including HMRC, DWP, DVLA, NHS etc.

In such cases, the solution of ‘switching’ passports attached to return bookings (as described in section 3 above) is likely not to work, because the carrier systems will likely think the two documents belong to two different persons.

The solution of the carrier asking for an alternative document if online check-in doesn’t work (as described in section 5 above) is also likely not to work, for the same reason.

However, the solution of being able to register myself in both EU and UK authorities as a dual national (as described in section 6 above) should be able to work. This is because the registration process could include the ability to upload evidence such as a marriage certificate.

For interest, the Eurostar website contains an FAQ <https://help.eurostar.com/faq/uk-en/question/My-passport-s-in-my-maiden-name-but-my-ticket-is-in-my-married-name-what-should-I-do> which says:

My passport’s in my maiden name but my ticket is in my married name, what should I do?

Just bring a copy of your marriage certificate with you when you travel. There’s no need to make any changes to your booking or let us know in advance.

Eurostar can do this because they are not dependent on using iAPI to get authority to carry a passenger.

10. Experiences from dual nationals who have reported to us

Below, we share a selection of reports that the3million has received about dual EU/UK nationals, travelling since ETA was introduced in April 2025. It must be emphasised that these are all reports from when ETA was not yet officially fully enforced.

- *"My daughter has British and Spanish passports, we are flying to Spain, I checked-in the outbound flight with her Spanish passport and I tried to check-in the return flight with her British passport, but the Ryanair app doesn't provide the option to add again the passports and automatically took the Spanish passport. Ryanair doesn't provide the option to change passport numbers, only names can be changed.*

So I have contacted Ryanair. They confirmed that she will not be allowed to board on the return flight without ETA as she is checked-in with a Spanish passport. They will not accept her British passport as the check-in is on a EU passport. They are trying to resolve this issue as it was not my fault. This may require to split the flights into two separate bookings, then I may be able to check in again with two separate passports. But I am still waiting their confirmation. They are not charging us for amending the booking, but the Ryanair staff answering my call was convinced that as the check-in of the return flight to the UK was done using a Spanish passport, that will be the valid document used for flying and my daughter will not be allowed on board without an ETA I will contact them again."

- *"Ryanair doesn't allow changing API between outward and inward flights. This is discriminatory in the context of new ETA being introduced by the UK but even worse when ETIAS comes into force as dual citizens UK/EU have no other way than splitting flights which is detrimental on several points:*
 - *1. In the event of disruption to the outbound flight, you have no EU261 rights concerning the consequential impact of the disruption upon your return flight.*
 - *2. If the individual flight legs cost less than £100 each, even if a return booking would have cost more than £100, then you lose protection under Section 75 of the Consumer Credit Act 1974.*
 - *3. You will pay in different currencies for each flight leg, which could be slightly more (because of Ryanair's rounding to x.99 prices) for the return leg than if it was part of a return booking.*

Could we do something to force Ryanair to change this discriminatory rule? Some travellers now having booked with the EU passport are not allowed to check in on their return by Ryanair.

I want to highlight another issue that will happen and might be very stressful when dual citizenships kids will travel with school? How can they approach that problem? School/company they use won't be as accommodating...Ryanair is really creating a nightmare for all (and these visa waivers honestly!)."

- *"I am a German/British dual national. I hold a German passport but had not applied for a British passport. In February I arrived at Gatwick and asked an immigration officer what I should do once the new ETA comes into force. He recommended to continue flying with my German passport and complete an ETA. Last week I was in Spain and trying to fill in the online form which was not possible. As you will know entering German and British citizenship is not an option. I then phoned the British consulate in Spain and was told that my only option to return to the UK would be to apply for a British passport which could take up to 7*

weeks. Since I later found a government blog including information about a grace period for dual citizens I decided to ignore the advice from the consulate and luckily, I had no problems boarding an EasyJet and going through the e gate at Gatwick. So, I was given wrong information twice by two government officials who should know better. I have now applied for a British passport and will use both passports when travelling abroad. However, it looks like this is only possible if the outbound and inbound flights are booked separately. Not an option for long haul flights since booking separately would normally be a lot more expensive. Until this mess is sorted flying abroad is a risk for anybody with dual nationality or settlement status."

- *"I was born in the UK to 1 English parent, 1 Dutch parent. My first name was initially registered as X, but changed at Baptism to Y. I have lived my entire life as Y, as the name change at Baptism is legally recognised in the UK. I got dual nationality with the Netherlands in 2019. Dutch authorities do not recognise the name change at Baptism, so my Dutch Passport says X, but everything in the UK is under Y. I went to renew my UK passport in 2022 and included my Dutch passport in the application, as it says to do so in the renewal instructions. Due to the names being different I was denied a new UK passport. So now my only valid photo ID is my dutch passport in the wrong name.*

I'm travelling at the end of May and for my return home I believe I will need a UK ETA, as I don't have a valid British passport to prove my dual nationality. However, I can't include my real address in the application, as it's in the UK. My question is; should I include a dutch address just to get the ETA? Or is that a massive legal problem?

We are in the process of trying to find a Dutch lawyer to help us legally change my name in NL, to then get the correct name on my passport. Once that is the same I will re-apply for a UK passport and hopefully put this ordeal to bed!"

- *"I'm a British citizen by birth and I live and work in the UK. I have never left the country only for short trips/holidays of around 2 weeks abroad from the UK. I only hold an Italian passport but currently applying for British as I've been experiencing many problems recently.*

Last week I travelled to Turkey for a 8 day trip and when I was at the check in desk to return from Antalya to London I was denied boarding. My passport clearly states I have British residency and UK is place of birth. As I was born before 1983 I am automatically a British citizen and of course my DOB appears on my passport but none of these details were enough. I was being asked to show my ETA and questioned as to why I was visiting the UK when the matter of fact is I am a British born citizen that lives and works in the UK and NOT visiting. Boarding for my flight had started and the ground crew advised me to call the home office which over the weekend and bank holiday was not open. They were not very helpful and left me to deal with this frustrating situation. I did not know where to start as I was so upset and thought I may have to stay trapped in Antalya for at least 5 days or when the home office phone lines were open. I couldn't believe I was being denied re entry into my home country where I was born and permanently live. I work for the NHS as a health care assistant and was panicking that I would have to cancel my shift and therefore let down my team and patients. I incurred cost of around £600 to re book flights with an alternative airline, book overnight hotel, taxis and food. Strange that the alternative airline allowed me to fly and when I arrived in the UK there were no problems. Surely this could have all been avoided if I was not denied boarding."

- *“We are having a real issue this summer. We are binational Uk / French. I have lost our British passports and didn’t get a chance to get new ones on time. Normally we would have travelled to France and back with our French passports. Thanks to this new rule we are no longer allowed to enter the UK only with our French passports, we need to have emergency documents issued so... £125/person of traveling document, one day of holidays lost, 4h train to go to Bordeaux... for 3 people having a valid French passport, this will cost more than £600. Ludicrous!!!”*