



**PASSPORT OFFICE**  
**Jersey Customs and Immigration Service**  
**Jersey**  
**JE1 1JD**

## **PASSPORT APPLICATION GUIDANCE NOTES**

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**Do not book travel until you have your passport**

**Failure to follow this Guidance may delay the processing of your passport**

**Stated processing times do not begin until all required information and supporting documents have been received**

**Applications may be returned if there is information or supporting documents missing**

## **GENERAL INFORMATION**

### **Can I complete my passport application online?**

Yes, go to [www.gov.je](http://www.gov.je) where a SmartForm passport application is available. Once you have completed the application form and made payment, print it off, sign it and forward to us with two photographs and any supporting documents required.

### **Can I submit a photocopy of a birth certificate or other supporting documents?**

Yes. Clear, readable copies of the full document are acceptable. However, we reserve the right to request the original documents before processing an application.

### **Do I need to send in photographs?**

Yes, you are required to submit two identical photographs with your application. See page 9 for more advice.

### **I've made a mistake on the form, what should I do?**

Cross out any mistakes, amend and initial by hand.

### **Can I renew my 'old blue' passport?**

If you are renewing an expired 'old blue' style passport, you must apply as a first-time applicant and submit the blue passport to us with your supporting documents.

### **I was born in Jersey but now live in the United Kingdom. Can I apply in Jersey?**

Yes, you can apply in Jersey.

### **I was born in Jersey but now live abroad. Can I apply in Jersey?**

No, if you live abroad you must apply for your passport via [www.gov.uk](http://www.gov.uk).

### **When can I renew my passport?**

You can renew your passport at any time. You do not have to wait for it to expire. Allow sufficient time under the standard service or express service to process your new passport before travel.

### **Do all applications need a countersignatory?**

No, please refer to page 7 to find out if you need one.

## How to complete each Section of the application form

### 1 APPLICATION TYPE

Indicate the application type and reason for issue if the application is for an adult (16 years or over, or a person who is going to turn 16 in the next few weeks) or for a child years and younger.

#### Adult applications

Adult passports are normally valid for 10 years.

#### Child applications

Child passports are normally valid for 5 years.

#### First time applicant

This applies if you have never had a British passport before or you were previously included as a child on someone else's passport. This includes those who were not British at birth who are applying for their first British passport after gaining citizenship by naturalisation or registration. Additionally, persons who apply to renew an old blue British passport will be treated as first time applicants.

#### Renewal of existing passport

This applies if you hold an existing British passport and your personal details have not changed, or if you wish to update your photograph because your appearance has significantly changed.

#### Lost / Stolen / Otherwise unavailable

This applies if you want to replace a British passport that has been lost, stolen, damaged or is otherwise unavailable. A lost/stolen form (LS01) will also need to be completed. This can be found on gov.je

#### Change of name

This applies if your personal details have changed (for example, change of name or gender)

#### Additional Passport

The issuance of an additional passport is limited to applicants who meet the strict qualifying criteria (for example, certain international airline pilots and some business travellers). Refer to the Passport Office for further information.

### 2 WHO IS THE PASSPORT FOR

#### Names to be shown on the passport

- Please enter the name of the person who the passport is for
- The name that is shown on the passport should be the name that is used for all purposes
- Enter the surname, first and middle names as they appear on your current passport or birth certificate
- Include all middle names in the name section
- The personal details section of a passport can be no more than 30 characters for first and middle names and a further 30 characters for surnames; this includes spaces. If the names are longer you should write the full name in Section 6 of the application form. We will include the full name on the observation page of the passport
- If there has been a name change, enter the name as you wish it to appear in your passport
- If you do not have enough space to write your name or contact details, for example, you have a long surname or a long e-mail address, please use Section 6 of the application form.

### Change of name in passport

- If you are changing a name, put the new name in the relevant boxes and put the previous names in the 'Maiden' or 'All previous names' boxes
- All name changes must be evidenced by supporting documents (for example, marriage certificates, civil partnership certificates, birth certificates, deed polls, etc)
- If you wish to 'double-barrel' your surname following marriage or civil partnership, or revert to your maiden name following a divorce, you must provide a declaration in Section 6 stating your wish to do so and that this name will be used for all purposes
- List your maiden and/or other names that you have been known by, leave a space between each name. If they will not fit in the box provided, you should write them in full in Section 6.
- You cannot change a child's name unless you have the permission of everyone who has parental responsibility for the child (See Section 7 for more information on parental responsibility)

### Gender

- Indicate whether the applicant is male or female
- If you are transgender (live as a different gender to that shown on your birth certificate), or if you have changed, or are in the process of changing your gender, you can obtain more guidance at [www.gov.uk](http://www.gov.uk) or contact the Passport Office

### Town and country of birth

Enter the town and country in which the applicant was born (as shown on their birth, registration or naturalisation certificate, or previous British passport)

### Delivery address

Give the full address to which the applicant's passport will be delivered, a valid postcode must be provided. This must be an address in Jersey or the UK. If your residential address is different, please enter it in Section 6 and explain why.

For security we are unable to deliver to PO boxes, and may refuse to have it delivered to a work address.

### Contact details

A telephone number must be provided as we may need to contact you about your application. We may also email or text you.

Your contact number will be shared with the courier company who will be arranging the delivery of your passport.

### Secure delivery or your passport

Your new passport will be sent to the address shown by a secure delivery method; it may need to be signed for. The cost of this service is covered by the passport fee

Any original documents that have been submitted will be posted back separately by recorded post.

If you request for you old passport to be returned this will arrive separately to the new passport.

## 3 CERTIFICATE OF REGISTRATION OR NATURALISATION

You must choose 'Yes' or 'No' in this section.

- **Yes** – this applies if the person named in Section 2 has been granted a certificate of naturalisation or registration in order to become a British citizen.
  - Provide the details from the certificate of naturalisation or registration in this section
- **No** – this applies if the person named in Section 2 has been British since birth.  
If No, go to Section 4

## 4 PARENTS' DETAILS

You must complete this section each time you renew if the person named in Section 2 was:

- born after 31/12/1982, or
- born abroad

If this does not apply go to Section 5a.

### Nationality from parents

People born in the UK/Channel Islands after 31/12/1982 are not automatically British citizens; after that date nationality is derived from the parents. (Step-parents and others taking a parental role are not defined as 'parents' for nationality purposes and must not include their details in Section 4).

Give all the details of both parents of the person named in Section 2 of the application form.

If both parents of the person named in Section 2 of the application form were born after 31/12/1982, or were both born outside the UK, please give the following details in Section 6:

- The full names of the grandparents of the person named in Section 2, as well as their dates of birth, town and country of birth and date of marriage

### Adoption

When a child is adopted in the UK, nationality can be gained through either parent. If adoptive parents are of the same sex, the parent who appears first on the adoption certificate should enter their details in the box 'Mother or Parent 2' and the parent named second on the adoption certificate should enter their details in the box 'Father or Parent 1', regardless of sex.

### Assisted reproduction and surrogacy

When a child is born of assisted reproduction treatment or of a surrogacy arrangement please contact the Passport Office for advice on how to complete this section. No mention of parents' details or 'Father or Parent 1' and 'Mother or Parent 2' will appear on the passport; this information is only used to gather the information needed to issue a passport.

### Child with one parent

If you are the only parent of your child, complete either the 'Father or Parent 1' or 'Mother or Parent 2' section of the form, whichever applies to you, and leave the spaces for an additional parent blank. Add a note in Section 6 to show that you are the only parent and why (whether you do not know the other parent of the child, are an individual adopter, or an individual parent whose child was born of assisted reproduction treatment, etc). For more information on the circumstances in which nationality is decided, please visit [www.gov.uk](http://www.gov.uk)

## 5a PREVIOUS PASSPORTS

You must indicate if the person named in Section 2 has held any sort of passport or travel document before or been included in one. If you answer No, go to Section 5c.

You must submit your existing and any un-cancelled passports with your application.

- A cancelled passport has the corner of the front cover cut off
- Un-cancelled passports may include: Expired passports (with no remaining validity), passports that you are or were included on (for example, as a child). Enter your existing passport number at Section 5a and indicate if you would like your existing passport to be returned to you after it has been cancelled.

## Passport/ID card of any other nationality

Indicate whether you hold any other nationality passport or ID card even if expired or cancelled. This must be submitted with your application. We accept copies, however, we reserve the right to request original passports/ID cards.

The name on your other nationality passport must match the name on your application form before issuance of a new British passport. If the name on the foreign document is different you must align it to match before the British passport can be issued.

### 5b DETAILS OF PREVIOUS LOST OR STOLEN PASSPORT

#### Lost or stolen

- You must complete Section 5b if the applicant's current passport has been lost, stolen or is not available
- Provide as much detail as possible about the lost or stolen passport, even if you have already reported that the passport has been lost or stolen
- Also, a lost or stolen (LS01 form) must be completed and submitted. These are available from the Passport office or online at [www.gov.je](http://www.gov.je)
- If the passport of the person named in Section 2 has been stolen, report the theft to the local police. They will give you a crime reference number. Put this on the LS01 form.

#### Cancellation of lost or stolen passports

We will cancel your lost or stolen passport once we have received the LS01 form. If you later find the passport which you reported as lost or stolen, you must return it to us. You will no longer be able to use the passport as it will have been cancelled and you may be held by the immigration authorities or the police if you try to do so. It is a strict Passport Office policy that we will cancel and destroy any lost or stolen passport that is found and sent to us.

### 5c EMERGENCY CONTACT DETAILS

This section is for you to enter details of two relatives or friends that can be contacted in the event of an emergency. There is space at the rear of the passport for you to enter this information if you wish.

### 6 OTHER INFORMATION

The examples below show when you should give us extra information in this section. If you require more space, use a blank sheet of paper which you must sign and include with your application form.

- Names that you were not able to fit in the boxes in Section 2
- If you wish to 'double-barrel' your surname following marriage, civil partnership, or revert to your maiden name following a divorce, you must provide a declaration in Section 6 stating your wish to do so and that this name will be used for all purposes
- Grandparents' details if both parents named in Section 4 were born after 31/12/1982 or were born abroad
- If your passport is lost or stolen and you have already sent us a 'Lost and Stolen Notification' form LS01, make a note to this effect in this section.
- If your passport is damaged, explain how it was damaged

- If a signature cannot be provided in Section 7, you should explain why
- If the application is for a child for whom you have sole parental responsibility, make a note in this section of any court orders that you have enclosed (for example, relating to contact with the child or the child's residence in, or removal from the Island)
- If your residential address is different to the address provided for delivery please explain why
- If the person named in Section 2 has any condition that prevents them from meeting the photo requirements

## 7 DECLARATION AND SIGNATURE(S)

- Before you complete and sign the declaration, read the form again to make sure that the information given is correct
- If you have completed your application online please print the application and sign section 7 by hand.

### People applying over the age of 16

If the applicant named in Section 2 is aged 16 or over they need to sign the declaration in Section 7. They do not need permission from a person with parental responsibility, unless there is a court order in place requiring this.

### People applying under the age of 16

If the applicant named in Section 2 is aged 15 or under, someone with parental responsibility must sign the application at Section 7. Children aged between 12 and 15 must also sign at Section 7 in order that their signature can appear in their passport.

### Persons unable to sign

If the applicant required to sign in Section 7 is unable to do so, use Section 6 or send a covering letter (written by, for example, a parent, carer or doctor) to confirm why the declaration cannot be signed.

### Parental responsibility

A child aged under 16 must have permission from a person with parental responsibility who must sign Section 7. If a child's parents were married to each other at the time of the child's birth, or re-registered the birth following their marriage, either parent can give permission.

If the child's parents are not married, the mother can give permission by signing section 7. The father can sometimes give permission but only if he:

- Has a parental responsibility order or agreement (which must be sent with the application), or
- Has a residence order, or
- Is named on the birth certificate (which must be sent with the application), and the birth was jointly registered on or after: 02/12/2016 in Jersey, 15/04/2002 in Northern Ireland, 01/12/2003 in England and Wales, or 04/05/2006 in Scotland.

**If the child's parent is aged under 16**, they can also give permission by signing the declaration in Section 7 on behalf of the child. However, the application should be accompanied by a letter from the grandparents of the person named in Section 2 agreeing with their son/daughter's request for a passport for their own child

**If a child has been adopted**, either adoptive parent can give permission by signing the declaration in Section 7.

**If the child's parents are divorced**, a custody order or maintenance order will not automatically take away the parent's parental responsibility.

**If a child has been born of assisted reproduction treatment**, the birth mother, or if this does not apply, either parent named on a parental order or court order granting parental responsibility, can give permission by signing the declaration in Section 7. If both parents are females in a civil partnership and the partner not giving birth agreed to the treatment, either partner can give permission by signing the declaration in Section 7.

**If a child has been born of a surrogacy arrangement**, the birth mother or if this does not apply, either parent named on the parental order or birth certificate (following a parental agreement or court order giving them parental responsibility), can give permission by signing the declaration in Section 7.

**Step-parents** (adults who enter into a marriage or civil partnership with someone who is already defined as a parent as explained above) can only give permission by signing the declaration in Section 7 if they are named on a parental order or parental responsibility agreement.

**If the child is in care or is living with foster parents**, we will need permission from the local authority before we can issue a passport to the child.

**If the court has made an order regarding custody of the child**, or about the child having a passport, this must be sent in with the application. If someone has made an objection to the child having the passport, we may refuse to deal with the application.

**If an adult is acting as a parent** in a situation other than one described in this section, please explain the circumstances in an accompanying letter to your application. We will also need documentary proof of your responsibility for the child.

**If we have already issued a passport to a child** after an application has been made by one parent, the other parent or anyone else with parental responsibility cannot apply for a separate passport for that child.

**If you cannot sign the application form** leave this section blank and use Section 6 or a covering letter to explain why you cannot sign; this is normally done by the person filling in the application form on your behalf. Your passport will note that the holder is not required to sign.

## 8 COUNTERSIGNATORY

A 'countersignatory' will need to fill in this section if you are applying:

- for a first British passport
- to replace a lost, stolen or damaged passport
- renew a child's passport
- to renew an adult passport if you cannot be recognised from the photograph in your current passport,

### Countersignatories

A countersignatory is someone who can confirm the identity of the person named in Section 2. They need to confirm that, to the best of their knowledge, the details given in the application are correct. They must also confirm that the photograph is of the person named in section 2.

### The countersignatory must:

Be a professional person, for example, a bank or building society manager, police officer, civil servant, minister of religion, or hold a professional qualification (for example a teacher, accountant, engineer or solicitor) you can find a full list on [www.gov.uk/countersigning-passport-applications](http://www.gov.uk/countersigning-passport-applications)



In addition, the countersignatory must:

- Be age 18 or over
- Have known the applicant for at least 2 years
- For child applications, the countersignatory must have known the parent/guardian who signed Section 7 for at least 2 years
- Live in Jersey or the UK
- Hold a valid British passport

**The countersignatory must;**

- Read through the completed application form to make sure the information is accurate
- Read the Caution
- Complete Section 8 of the form
- The countersignatory must 'certify' one (not both) of the photographs (see the examples right):
- Countersignatories must put their initial next to any mistakes they may make

**The countersignatory must NOT:**

- Be related to the applicant by birth or marriage (including in-laws or partners of family members)
- Be in a personal relationship with the applicant, or in the case of a child their parents
- Live at the same address as the applicant
- Work for the Passport Office

**What we do with the details of the countersignatory**

As part of our work we will check that the countersignatory is genuine. This may include checking their passport and other records to confirm their identity and their profession or professional qualification. Please make sure that your countersignatory knows that we may contact them and carry out these checks. We may ask you to provide another application form with a different countersignatory if we are not satisfied or if we cannot contact them

*I certify that this is a true likeness of (name of adult applicant).*

*Signature of countersignatory*

*Date*

*I certify that this is a true likeness of (name of the child).*

*Signature of countersignatory*

*Date*

**What you need to include with your application form**

- The applicants current passport, or a Lost or Stolen form
- 2 New photos
- Any supporting documents, this will vary depending on the type of application
- We will accept clear copies of any supporting documents or originals. (Laminated copies are not acceptable)
- If any document you are providing is in a language other than English, also provide an official translation. This must be signed and stamped by a translator who is a member of a recognised professional organisation

## PHOTO GUIDANCE

- You need to send two identical photos – don't attach them to the form with staples or paper clips.
- You must have one photo countersigned if you are applying:
  - to renew a child passport
  - to replace a lost, stolen or damaged passport (adult or child)
  - to renew an adult passport if you cannot be recognised from the photograph in your current passport

Passport photos are a vital part of your application. If the photos you supply are not suitable, your passport will be delayed. Please follow the instructions below carefully so you can get it right first time.

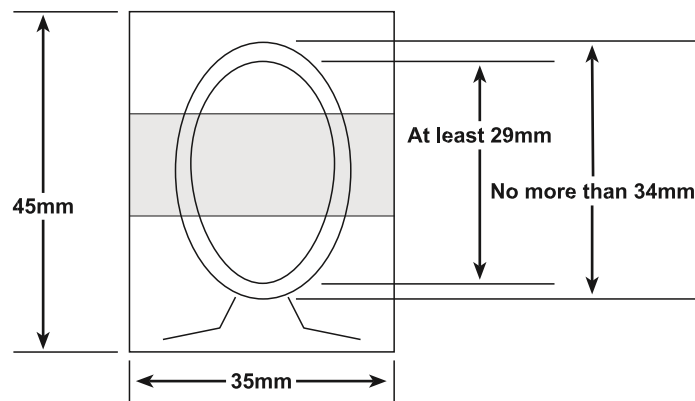
### Photo style

#### The photo must be of the applicant:

- facing forward and looking straight at the camera
- in close-up of their face, head and shoulders with a recommended head height (the distance between the bottom of the chin and the crown of the head) of between 29 and 34 millimetres
- with a neutral expression and with their mouth closed (no smiling, frowning or raised eyebrows)
- with their eyes open and clearly visible (no sunglasses or tinted glasses and no hair across the eyes)
- free from reflection or glare on glasses, and frames must not cover eyes (we recommend that, if possible, glasses are removed for the photo)
- showing their full head, without any head covering, unless they wear one for religious beliefs or medical reasons
- with no other objects or people in the photo (this also applies to a photo of a baby or young child and babies should not have toys or a dummy in the photo)
- without shadows on the picture
- without anything covering the face – nothing should cover the outline of the eyes, nose or mouth, and not showing any 'red-eye'

### Photo size must:

- be the size of a standard passport photograph taken in a photo booth or studio, 45 millimetres high x 35 millimetres wide, and not be trimmed or cut down from a larger photograph to the size of a standard passport photograph



### Photo quality must:

- be taken within the last month
- be taken against a plain cream or plain light-grey background
- be printed to a high quality, such as photos printed by a booth or studio (photographs printed at home are unlikely to be of a high enough quality)
- be clear and in sharp focus
- be in colour on plain photographic paper
- not be torn, creased, or marked, and not have any writing on the front or back – except when one of the photos needs to be certified

### Children

Children aged five and under do not need to have a neutral expression or to look directly at the camera. Babies under one don't need to have their eyes open. If the baby's head needs to be supported, the supporting hand must not be seen. All other photograph standards must be met.



Good



Good



Good



Good



Too close



Too far



Shows another person



Busy background



Shadows across face



Portrait style



Dark tinted glasses



Frames covering eyes



Hair across eyes



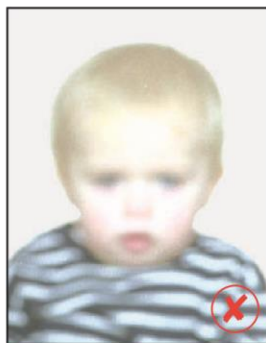
Looking away



Wearing a hat



Face covered



Blurred or too light



Mouth open

<b>Passport Type</b> Adult – 16 years and over Child – Birth to 15 years	2 Photos (taken within the last month)	Sections of the form to be completed	Most recent British passport	Any other nationality passport/ID relating to you (1)	Full birth or adoption certificate	Certificate of naturalisation or registration	Parents' passports or birth certificate	Parents' marriage or civil partnership certificate	Change of name Document	Other requirements
<b>Renewal of an existing Adult Passport</b>	✓	1,2,5a,5c,7 (4 if born after 1982 or abroad)	✓	✓						
<b>Replacement of a lost or stolen Adult Passport</b>	✓	1,2,5b,5c,7,8 (4 if born after 1982 or abroad)		✓	✓ (4)	✓ (3)				Lost or Stolen form (LS01)
<b>Changes to an existing Adult passport</b>	✓	1,2,5a,5c,7 (4 if born after 1982 or abroad)	✓	✓					✓	
<b>First Adult Passport</b> if you are born after 31/12/1982 in the UK, channel Islands or Isle of Man. Or if you are born abroad.	✓	1,2,4,5c,7,8		✓	✓		✓	✓		Please contact the passport office for required documents
<b>First Adult Passport</b> if you are born before 31/12/1982.	✓	1,2,5c,7,8		✓	✓ (2)					
<b>First Adult Passport</b> if you have been Registered or Naturalised as a British Citizen.	✓	1,2,3,5a,5c,7,8		✓	✓	✓				
<b>First Child Passport</b> if they are born in the UK, channel Islands or Isle of Man and one of their parents was a British citizen at the time of birth.	✓	1,2,4,5c,7,8		✓	✓		✓	✓		
<b>First Child Passport</b> if they are born before 01/07/2021 in the UK, channel Islands or Isle of Man and neither parent is a British Citizen.	✓	1,2,4,5c,7,8		✓	✓		✓	✓		Proof of employment for 5 years prior to the child's birth
<b>First Child Passport</b> if they are born after 01/07/2021 in the UK, channel Islands or Isle of Man and neither parent is a British Citizen.	✓	1,2,4,5c,7,8		✓	✓		✓			Proof of parents settled status
<b>First Child Passport</b> if they have been Registered as a British Citizen.	✓	1,2,3,4,5c,7,8		✓	✓	✓	✓			
<b>Renewal of an existing child Passport</b>	✓	1,2,4,5a,5c,7,8	✓	✓						
<b>Replacement of a lost or stolen Child Passport</b>	✓	1,2,4,5b,5c,7,8		✓		✓ (3)		✓ (3)		Lost or Stolen form (LS01)
<b>Changes to an existing child passport</b>	✓	1,2,4,5a,5c,7,8	✓	✓	✓ (5)				✓	

(1) Any Non-British Passport or ID card (even if expired)

(2) A short birth certificate would be accepted

(3) Only if the Lost/stolen passport was issued outside of Jersey or over 10 years ago or they were naturalised/registered outside of Jersey

(4) If the applicant was born after 1982 and the Lost/stolen passport was issued outside of Jersey or over 10 years ago

(5) If the name has been changed by re-registration of the birth

(6) Such as Marriage certificate, Deed poll, statutory declaration, Re-registered birth certificate