

Universal Permission to Travel

**GA Information Pack –
Submit a General Aviation Report (sGAR)**

August 2024

Future Borders & Immigration System (FBIS)



Information Pack Purpose and Contents

The purpose of this pack is to provide more information on the Home Office's new [Universal Permission to Travel \(UPT\)](#) scheme, along with further information regarding the UK [Electronic Travel Authorisation \(ETA\)](#), [Electronic Visas \(eVisas\)](#), [Carriers' Liability Scheme](#) and the [Common Travel Area \(CTA\)](#), alongside how it will affect the Submit a General Aviation Report (sGAR) web user service.

sGAR can be used by persons responsible for international GA flights operating to and from the UK (including within the Common Travel Area) to submit information about the flight and persons on board, online and in advance of departure in compliance with the General Aviation (Persons on Board, Flight Information and Civil Penalties) Regulations 2024.

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Our Digital Vision & Universal Permission to Travel (UPT)

Our digital vision

Planning to come



Simpler guidance and transformed customer contact channels

Applying to come



Streamlined and seamless digital application processes

Transformed sponsorship system

Travelling to the UK



Permission to Travel including Electronic Travel Authorisation (ETA) scheme and eVisas

Crossing the Border



Innovative technology increasing automation for everyone

Living in the UK



Simple online services to demonstrate rights and entitlements
Increased data sharing within government

Universal Permission to Travel (UPT)

The UK Government is committed to strengthening the UK's borders by ensuring that everyone in the UK (except British and Irish citizens) seek permission in advance of travel – this is our Universal Permission to Travel (UPT) requirement.

To support our digital vision and the introduction of the UPT scheme, the Home Office is:

1

Introducing Digital-only immigration products

- ✓ Moving from physical immigration documents to **digital-only immigration products (e.g. eVisas)**, please refer to [slide 13](#).
- ✓ This means physical vignettes and physical immigration cards such as Biometric Residence Permit will no longer be issued.

2

Introducing permission before you travel

- ✓ The UPT scheme will require everyone travelling to the UK to hold an immigration permission **before they travel** (except British and Irish Citizens).
- ✓ This means visa nationals will still require a visa or other immigration status and non-visa nationals will require a permission to travel in the form of an Electronic Travel Authorisation (ETA).

3

Introducing Electronic Travel Authorisation (ETA)

- ✓ Introducing a new digital-only immigration product for non-visa nationals, Electronic Travel Authorisation (ETA), please refer to [slide 9](#).

Permission to Travel

To strengthen the UK's borders, those travelling to the UK (except British and Irish citizens) must seek permission to travel in advance.

The type of permission will depend on the person's own circumstances

NO CHANGE

British & Irish citizens will not need an ETA to travel to the UK.

Their passport will be evidence of their permission, if travelling from outside the **Common Travel Area**.

TRANSITION TO DIGITAL ONLY PRODUCTS

Visa nationals and those already **granted permission to enter or remain** will not need an ETA to travel to the UK.

Their entry clearance, biometric residence document, other physical document or **eVisa** will be evidence of their permission.

NEW

Those who **do not need a visa**, entry clearance or other specified immigration status will need an ETA to travel to the UK.

The ETA will be their permission to travel.

The pilot, operator or agent will submit advance passenger information (API) to the Home Office via the sGAR web service. The Home Office will then confirm whether the individual has a permission to travel to the UK.

New Digital Immigration Products

Electronic Travel Authorisation (ETA)

What is Electronic Travel Authorisation (ETA)



An ETA is advance permission to travel to, or transit through the UK, for those **who do not currently need to obtain a visa**, or **do not have a UK immigration status**.



An ETA will be valid for **2 years or until passport expires, whichever sooner** and for **multiple journeys** to the UK within that period.



The application process will be **light touch, low cost and online**.



If successful, an ETA - **digital permission to travel** - will be granted.



Who needs an ETA?



Who does need an ETA?

Non-Visa nationals

Infants and children

Tourism or visiting family and friends

Business trips or studying as a visitor

Transiting through the UK

T5 Creatives

EEA and Swiss nationals

Currently ETAs are only required by Qatar, UAE, Oman, Kuwait, Saudi Arabia, Bahrain, Jordan nationals

In the future, ETA requirements will extend to other non-visa national countries. Details regarding future roll-out will be provided in due course.



Who does not need an ETA?

Visa nationals. They will continue to require a visa for short stays

Those with permission to live, work or study in the UK

British or Irish Passport Holders

Non-visa national residents of Ireland will not require an ETA to travel to the UK on a journey being undertaken within the Common Travel Area (CTA).

They will need an ETA to travel to the UK from outside the CTA

Exempt individuals such as Diplomats will still be exempt, this is not changing. Rules around Contract Seafarers will remain the same.

What does not change

- Pilots will still need to make face to document checks, to ensure the person presenting the passport is the rightful holder and the document appears genuine. For more information on checking passports and travel documents click here [Guidance on examining identity documents \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/guidance/checked-in-identity-documents)
- All other visa nationals will still require visas, and these will be checked for in the current way. e-Visas are already being rolled out, alongside physical visas and Biometric Residents Cards. Physical evidence will begin to be phased out from Autumn 2024. Follow this link to check [UK visa requirements \(accessible version\)](https://www.gov.uk/uk-visa-requirements) - GOV.UK (www.gov.uk)
- Once we enforce ETAs those non-visa nationals who already hold a visit visa (i.e. a Qatari national with a 10 year visit visa which is still valid) will not require an ETA as the visa is their permission



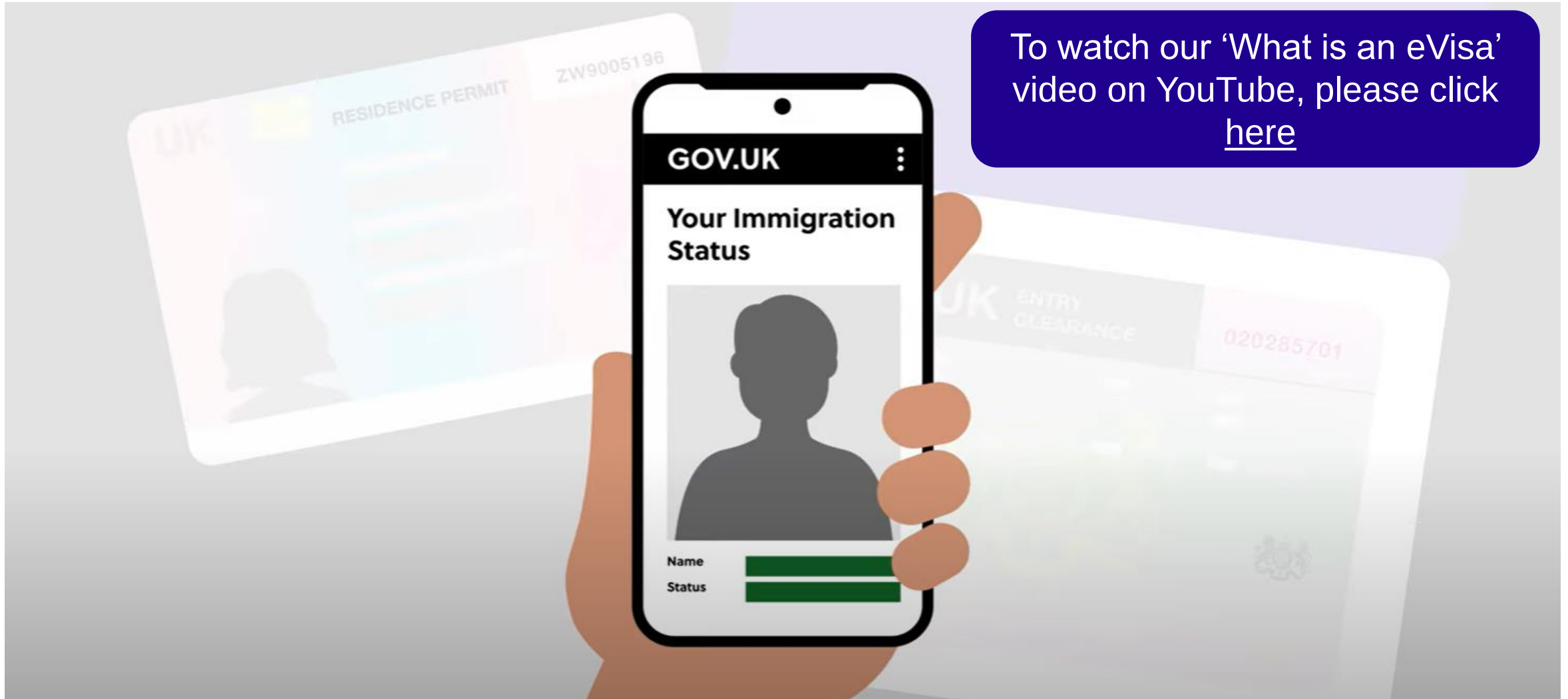
eVisas

eVisa Overview



- UK Government is developing a border and immigration system that is “digital by default”
- Physical immigration documents such as biometric residence permits (BRPs) and visa vignette stickers are being phased out and replaced with eVisas – an electronic record including a person’s immigration conditions.
- eVisas can be viewed, checked, and shared online or via interfaces that allow rapid, high-volume confirmation of people’s immigration status and associated permissions.
- Our aim is to move to a purely digital solution for BRP holders by the end of 2024 and for vignette only products later in 2025.

What is an eVisa?



To watch our 'What is an eVisa' video on YouTube, please click [here](#)

What is an eVisa?

An eVisa is an online record of a customer's immigration status and the conditions of their permission to enter or stay in the UK. Customers will need to create a UKVI account to be able to access their eVisa. This eVisa **removes the requirement for physical documents** such as Visa vignettes (physical visa sticker in passport), or the Biometric Residence Permits (BRP).



An eVisa is formed
of 2 key parts



Digital Status – This is held against a customer's profile on our Person Centric Data Platform. Reflecting the most up to date and accurate activity e.g. a grant of leave, refusal of leave or submission of a new application.



A UKVI Account – a secure login, enabling the customer to prove their immigration status, their right to work and right to rent digitally.

eVisa

Check [UK visa requirements \(accessible version\)](#)
- [GOV.UK \(www.gov.uk\)](#)

The transition towards a fully digital system is underway, with over 6 million customers already using an Electronic Visa (eVisa) to enter and live in the UK. The introduction of eVisas will simplify the process for operators to check someone's UK immigration status. Pilots, operators and agents can use the sGAR web service to check that a passenger has met the security and immigration requirements to travel to the UK.



Moving from Physical Documents to Digital-only Visa Products

- | | |
|--|---|
| <ul style="list-style-type: none">❑ Physical documents (e.g. Vignettes or Biometric Residence Permits/Cards (BRP/Cs)) are currently used to demonstrate an individual's right to travel to the UK.❑ Non-eVisa customers currently confirm their status to other checking parties by presenting their physical immigration document.❑ Physical BRP/Cs and paper-based products, including passport endorsements, are being phased out. | <ul style="list-style-type: none">❑ Pilots, operators and agents can use sGAR to check an individual's immigration status. A positive UPT response will confirm this by indicating that a valid permission has been found❑ An eVisa is made up of two parts; a digital status and a UKVI account.❑ Customers with an eVisa can utilise the UKVI account's View and Prove Service to share their immigration status with any other parties they are required to provide evidence to.❑ eVisas are being rolled out and the decommissioning of physical evidence will begin from Autumn 2024. |
|--|---|

What does not change

- Your existing obligations under Section 40 of the Immigration and Asylum Act 1999.
- You will still need to make **face to face** and **document checks**, to ensure the person presenting the passport is the **rightful holder** and the document appears genuine.
- All visa nationals will still require visas.
- Existing and valid/in date documentary evidence will continue to be accepted.



Check [UK visa requirements \(accessible version\)](https://www.gov.uk/visas-and-immigration/entry-exit/entry-clearance) - GOV.UK
(www.gov.uk)

View and Prove your Immigration Status

0

GOV.UK

Home > Visas and immigration > What you need to do

View and prove your immigration status: get a share code

You can use this service to:

- get a 'share code' to prove your status to others, for example employers
- update personal details in your UK Visas and Immigration (UKVI) account, for example your passport number or email address
- check what rights you have in the UK, for example the right to work, rent or claim benefits

Related content

- [Apply to the EU Settlement Scheme \(settled and pre-settled status\)](#)
- [Prove your right to work to an employer](#)
- [Private renting](#)

Who can use this service

You can only use this service if you have a UKVI account.

You'll have a UK Visas and Immigration account if you've ever:

- applied to the EU Settlement Scheme
- used the 'UK Immigration: ID Check' app to prove your identity when applying for a visa
- created one when applying for a visa (you'll have received a UKVI account confirmation email)
- created one to get access to an eVisa (an online record of your immigration status)

If you do not have a UKVI account

There are different services to [prove your right to work](#) to an employer and to [prove your right to rent](#) to a landlord.

View or prove your immigration status

You'll need:

- details of the identity document you use to sign in to your UKVI account (your passport, national identity card, or biometric residence card or permit)
- your date of birth
- access to the mobile number or email address you use to sign in to your UKVI account - you'll be sent a code for signing in

Start now >

Before you start

Get help if you're having [problems signing in to your UK Visas and Immigration account](#).

Explore the topic

- [Living in the UK, government and democracy](#)
- [EU, EEA and Swiss citizens](#)
- [What you need to do](#)

1

Sign in

What identity document did you use in your application?

If you have updated your identity document since you applied, you must use the details of the updated document to sign in.

☒ Passport

☐ National identity card

☐ Biometric residence card or permit

Continue

2

Sign in

What is your passport number?

Passport number

For example, 120382978

Continue

If you do not have your passport number, contact [UK Visas and Immigration](#).

3

Sign in

What is your date of birth?

You should enter this as shown on your passport, for example, 31 3 1980

Day Month Year

Continue

4

Sign in

How do you want to receive a security code?

We will send a code to your phone or email address.

Applicant

☒ Phone (07958*****853)

☐ Email (n*****d@deloitte.co.uk)

I helper

☐ Phone (07919*****161)

☐ Email (s*****2@homeoffice.gov.uk)

Continue

Problems signing in

If you no longer have access to your phone and email, [recover your account](#).

5

Sign in

Check your phone

We've sent you a single-use, 6-digit security code by text message (SMS) to:

07958***853**

It may take a few minutes to arrive.

Security code

Continue

[Resend code](#)

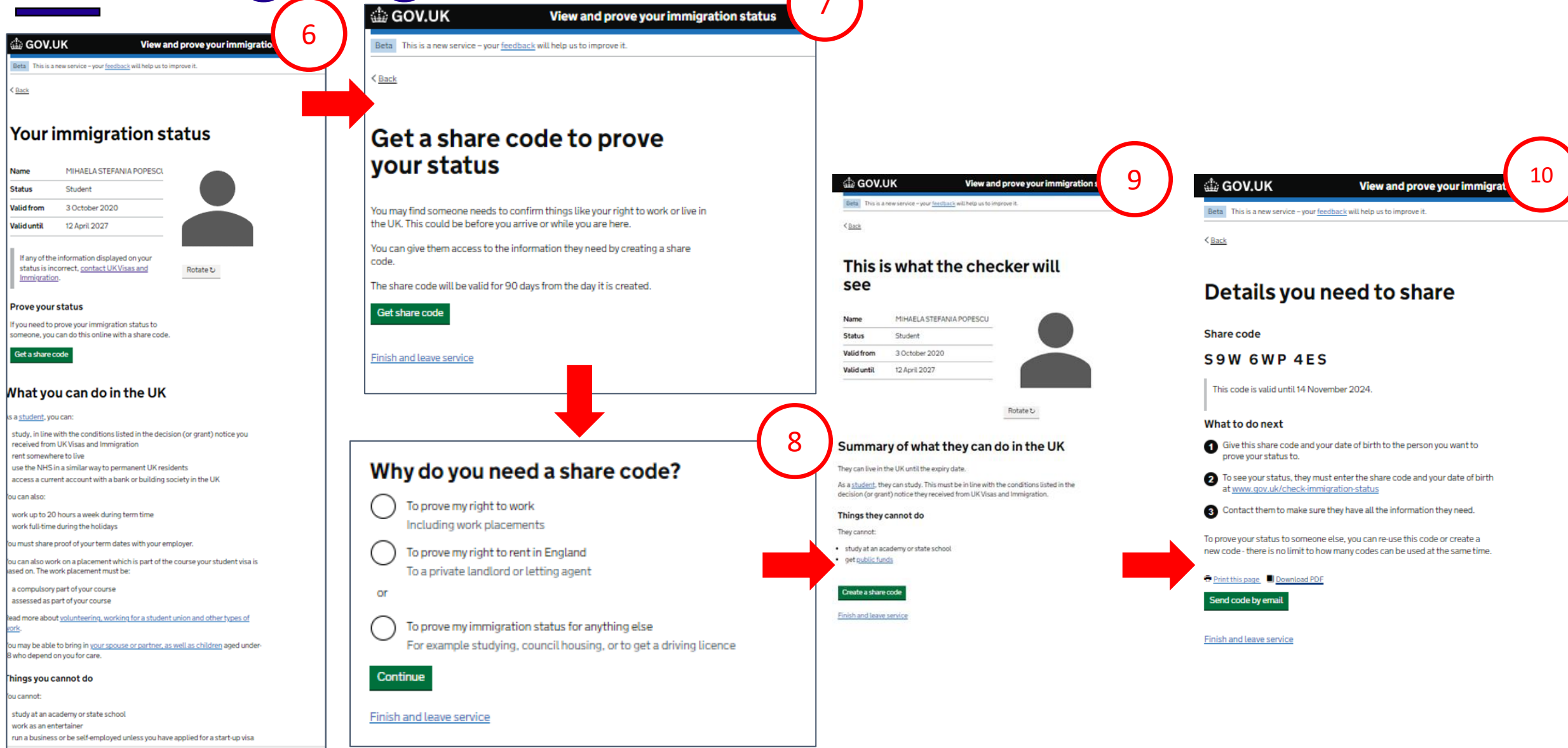
Problems signing in

If you cannot access this phone number, [use your email instead](#).

If you no longer have access to your phone and email, [recover your account](#).

11:36
Tue, 21 May
GOV.UK: Messages - new
UK Visas and Immigration Home Office
Your code: 526612
MARK AS READ

Sharing Digital Status



Checking Digital Status

GOV.UK

Home

Check someone's immigration status: use their share code

Use this service to check someone's immigration status if you have their 'share code'.

The share code will have been emailed to you or given to you by the person whose status you're checking. It expires after 90 days. You will also need the person's date of birth.

The service will show if they have the right to live in the UK, and any restrictions on their rights or access to benefits and services.

Use a different service to [check someone's right to work](#) or to [check their right to rent](#).

[Start now >](#)

Explore the topic

[What you need to do](#)

Related content

[Checking a job applicant's right to work](#)

Collection

[The schools sector and the EU](#)

[Local authority children's services and the EU](#)

[The higher education sector and the EU](#)

[Further education and apprenticeships and the EU](#)

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What is the share code?

Share code
For example, A12 345 67G

Continue

12

What is their date of birth?

For example, 31 3 1980

Day Month Year

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Continue

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GOV.UK Check someone's immigration

Beta This is a new service – your [feedback](#) will help us to improve it.

[Back](#)

Who is doing this check?

Job title

Organisation or company name
Include your local office or branch name

Continue

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GOV.UK Check someone's immigration

Beta This is a new service – your [feedback](#) will help us to improve it.

[Back](#)

Why are you checking this person's status?

To check they are eligible for:

- ☐ a driving licence
- ☐ a student loan
- ☐ education or training
- ☐ a global or european health insurance card
- ☐ personal finance (including bank and building society accounts, loans, credit cards and mortgages)
- ☐ homelessness assistance or council housing
- or
- ☐ another reason

Continue

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GOV.UK Check someone's immigration

Beta This is a new service – your [feedback](#) will help us to improve it.

[Back](#)

Their immigration status

Name	MIHAELA STEFANIA POPESCU	
Status	Student	
Valid from	3 October 2020	
Valid until	12 April 2027	

[Rotate U](#)

Summary of what they can do in the UK

They can live in the UK until the expiry date.

As a [student](#), they can study. This must be in line with the conditions listed in the decision (or grant) notice they received from UK Visas and Immigration.

Things they cannot do

They cannot:

- study at an academy or state school
- get [public funds](#)

Details of check

Organisation or company	Job title of checker
BA	Pilot
Date of check	Reference number
16 August 2024	SC-G28WP43-LZ
Purpose of check	
air travel	

[Print this page](#) [Download PDF](#)

[Check someone else's status](#) [Finish and leave service](#)

16

Check someone's immigration status, via their share code:
<https://www.gov.uk/check-immigration-status>

Submit a General Aviation Report (sGAR): UPT Response Messages introduced January 2024

UPT Response Messages

To support the introduction of UPT, from January 2024 we have introduced UPT response messages to the sGAR web user service. The table below shows the two new responses that will be shown to help pilots, operators and agents conduct their pre-departure checks and provide them with additional instruction on what action to take. More response messages will be added to the sGAR web user service in 2025.

Sector	Response Message	Action
Board	VALID PERMISSION TO TRAVEL 	The Home Office can find a valid permission to travel for the person. Pilots, operators and agents are not required to check visas, but Passport or Travel Document checks still apply. They must check that the passport or travel document presented is genuine and valid, and that the person is the rightful holder. For more information on checking passports and travel documents click here Guidance on examining identity documents (publishing.service.gov.uk)
Check	AUTHORITY TO CARRY GRANTED 	Pilots, operators and agents are required to check visas for Visa Nationals. Passport or Travel Document checks apply for all passengers. They must check that the passport or travel document presented is genuine and valid, and that the person is the rightful holder. For more information on checking passports and travel documents click here Guidance on examining identity documents (publishing.service.gov.uk) Follow this link to check UK visa requirements (accessible version) - GOV.UK (www.gov.uk)

Valid permission to travel

This response will be shown when a digital permission to travel has been found for the individual.

Authority to carry granted

This response will be shown for all other individuals.

Demo Passenger Response Page

This demo page shows the new responses that are shown to help pilots, operators and agents conduct their checks.

Section 9 of 9

Passenger Check

Each person in your journey will now be checked for permission to travel.

!

You do not need to wait for this process to complete before submitting your GAR.

Status	Passenger	Permission to Travel
This process is now complete.		
	Tim Jones	1. ▶ Valid permission to travel
	Tom Jukes	2. ▶ Authority to carry granted

Submit your GAR

By submitting this General Aviation Report you are confirming that, to the best of your knowledge, the information you are providing is correct and you have the explicit permission of the persons named in this report to submit information on their behalf.

Submit GAR

When passenger details are submitted, a permission to travel response message will appear next to each passenger's name. Pilots, operators and agents can click on the message to expand the text which will provide them with additional instruction on what action to take (as per [UPT Response Message table](#)).

1.

The Home Office can find a valid permission to travel for the person. However, Passport or Travel Document checks still apply.
2.

You are required to check visas for Visa Nationals and travel documents (inc. passports) for all passengers.

IMPORTANT

- **British and Irish citizens**, their passport is their permission therefore, face to passport checks are required
- **Visa nationals** need a valid visa eVisa or exemption certificate
- **All other nationalities** will eventually need an ETA and you will receive more information about the rollout plan in due course

Checking Documents

Passport & Travel Documents

Pilots, operators and agents responsible for carrying an individual to the UK are expected to make sure that:

- Every individual onboard has a valid passport or travel document which is acceptable in the UK.
- The person is the rightful holder of the passport or travel document.

For more information on checking passports and travel documents click here: [Guidance on examining identity documents \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/guidance/guidance-on-examining-identity-documents)

Visas

Pilots, operators and agents responsible for carrying an individual to the UK are expected to make sure that

- Those who need a visa to come to the UK have a valid visa or exemption certificate
- The date from which the visa is valid
- The date of expiry of the visa

Who needs a Visa?

To view the list of nationalities requiring entry clearance prior to travel to the UK please follow the link to check [UK visa requirements \(accessible version\)](https://www.gov.uk/guidance/uk-visa-requirements) - GOV.UK (www.gov.uk)

The responsibility for deciding whether to carry the person rests with you, this link provides more information on checking immigration documents: Charging [Guide Procedures - A Guide for Carriers](#).

DO NOT BOARD

There may be individuals whose travel to the UK must be prevented, these are individuals in scope of the Authority to Carry Scheme 2023. In order to prevent travel, the pilot, operator or agent will receive a **telephone call and an email** from the **National Border Targeting Centre (NBTC)** informing them that they do not have authority to carry a specific individual to the UK.

The on-screen response message will remain the same, however the pilot, operator or agent must act on the advice and instructions given by the NBTC and they must not carry the individual to the UK.

Status	Passenger	Permission to Travel
This process is now complete.		
	Tim Jones	▶ Valid permission to travel
	Tom Jukes	▶ Authority to carry granted

IMPORTANT:

Pilots, operators and agents are expected to follow the on-screen permission to travel instructions unless they receive a call from the National Border Targeting Centre (NBTC) advising them not to board the individual.

Follow this link for further information [Authority to Carry Scheme 2023 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/authority-to-carry-scheme-2023)

Authority to Carry (ATC)

Authority to Carry Scheme

The submission of advance passenger information (API) enables the operation of the UK's Authority to Carry Scheme 2023. This Scheme is a border security measure intended to prevent the travel of certain individuals where it is in the public interest.

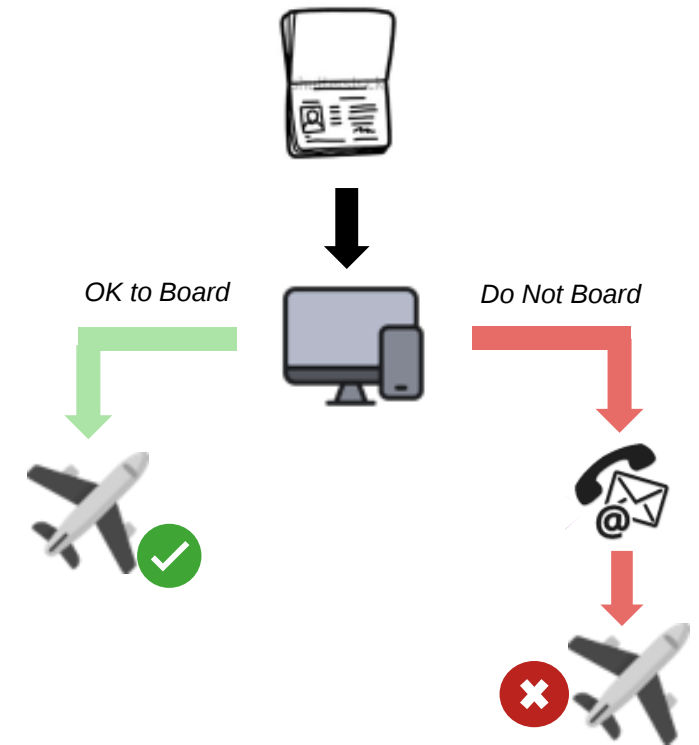
Individuals in scope of the Scheme include those who;

- Are the subject of a deportation order
- Have been excluded from the UK
- Are travelling on a document reported as lost or stolen
- Whose visa or ETA has been cancelled or revoked

In the event an individual in scope of the Scheme is identified as intending to travel the Home Office will contact the pilot, operator or agent to refuse them authority to carry that individual to the UK. The individual must be offloaded. Failure to comply with a refusal of authority to carry may result in a civil penalty.

Further information about the Scheme and it's scope can be found here: [Authority to Carry Scheme 2023 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/authority-to-carry-scheme-2023).

A guide on the operation of the Scheme has been made available on gov.uk.



Common Travel Area and Carriers' Liability Scheme

Common Travel Area

The Common Travel Area (CTA) is an administrative arrangement between the UK, Ireland and the Crown Dependencies (Isle of Man, Guernsey and Jersey) which is implemented in UK domestic law in statute. The CTA was developed to facilitate the principle of free movement for British and Irish citizens between the UK, Ireland and the islands and to ensure that British and Irish citizens continued to benefit from a mutual enjoyment of rights. Under the CTA, British and Irish citizens can move freely and reside in either jurisdiction.

There will continue to be no routine immigration controls on CTA journeys but, as now, all individuals who travel to the UK will need to do so in line with the UK's immigration framework. For non-British, non-Irish nationals this will include the requirement to have valid permission to travel, whether from a visa or an Electronic Travel Authorisation (once introduced).

Non-visa national residents of Ireland will not require an ETA to travel to the UK on a journey being undertaken within the Common Travel Area (CTA). They will need an ETA to travel to the UK from outside the CTA.



Carriers' Liability Scheme

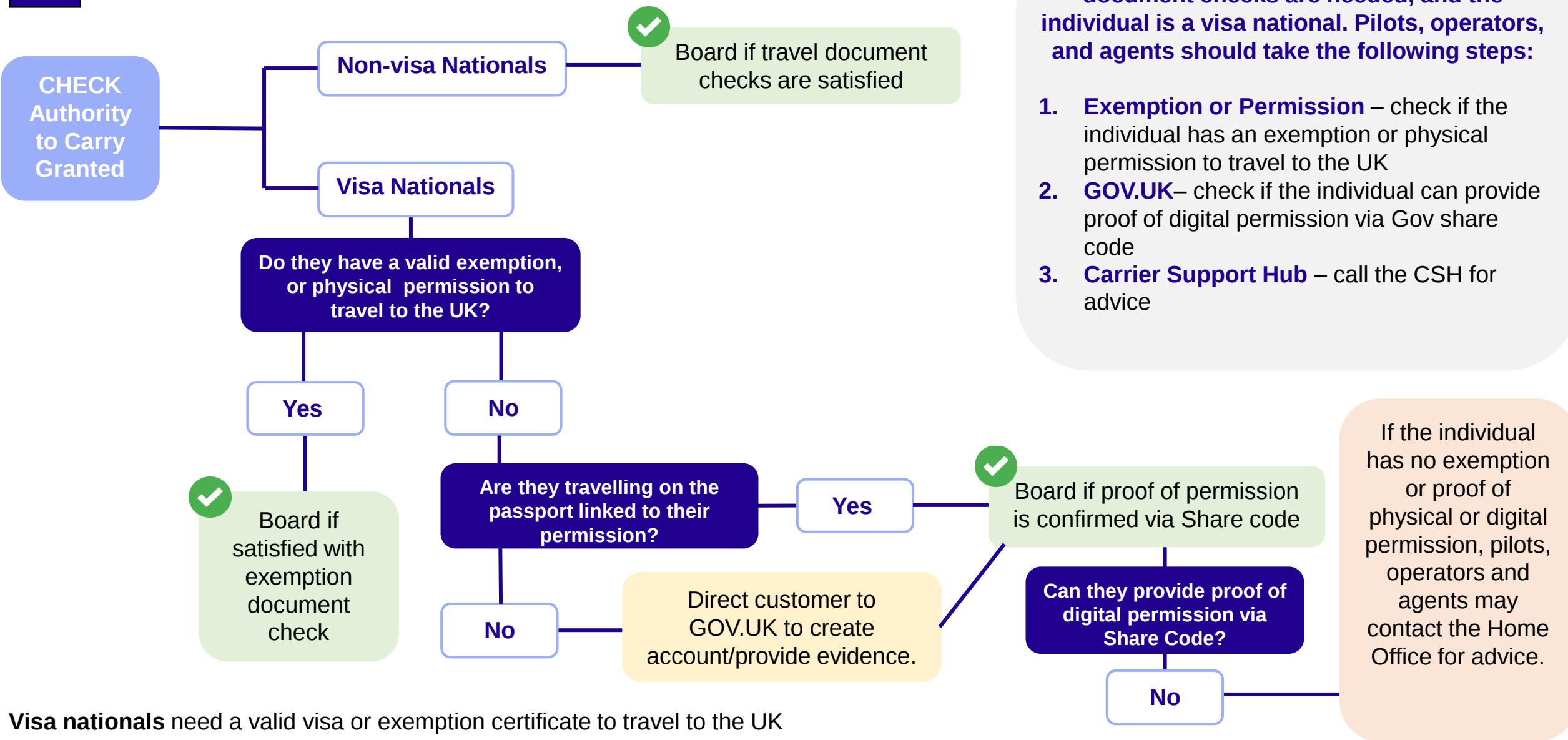
An updated Carriers' Liability (CL) scheme will be introduced to support the new UPT requirement (including the ETA scheme) and the transition to digital permissions.

- We have proposed that the updated scheme will be introduced at the end of 2024. It will extend the scope of permission checks to include non-visa nationals. Pilots, operators and agents should already be undertaking identity and document checks on all passengers' travel documents to ensure that they are genuine and held by the rightful owner and checking that visa nationals hold a valid permission.
- The newly introduced UPT messaging will mean that, in most cases, the Home Office will confirm to a pilot, operator or agent whether passengers hold a valid digital permission to travel.
- If the Home Office is unable to confirm a passenger's status, the pilot, operator or agent should carry out a manual check for evidence of a valid permission or exemption. Once introduced, the updated scheme will provide for penalties to be issued to pilots, operators or agents responsible for carrying both visa and non-visa nationals to the UK who are inadequately documented or do not have valid permission.
- Border Force will remain responsible for notifying pilots, operators and agents of potential liability for CL penalties where they may have carried passengers without a permission.

Further guidance for pilots, operators and agents on conducting CL checks can be found here: [Charging Guide Procedures - A Guide for Carriers](#). This guide will be updated to include advice on checking digital-only immigration products.

Passenger Handling Scenarios (Visa Nationals)

Document Check Process



When the UPT response indicates that document checks are needed, and the individual is a visa national. Pilots, operators, and agents should take the following steps:

1. **Exemption or Permission** – check if the individual has an exemption or physical permission to travel to the UK
2. **GOV.UK** – check if the individual can provide proof of digital permission via Gov share code
3. **Carrier Support Hub** – call the CSH for advice

If the individual has no exemption or proof of physical or digital permission, pilots, operators and agents may contact the Home Office for advice.

Visa nationals need a valid visa or exemption certificate to travel to the UK

All other nationalities (excluding Brits and Irish Nationals) will eventually need an ETA and you will receive more information about the rollout plan in due course Follow this link to check [UK visa requirements \(accessible version\)](https://www.gov.uk/uk-visa-requirements) - GOV.UK (www.gov.uk)

Passenger Handling Scenarios: Visa Nationals

Passenger Type	UPT Response and Actions	Permission Result
Visa National with a digital permission linked to the Passport/Travel document that they are travelling on	BOARD- VALID PERMISSION TO TRAVEL This means that the Home Office has found a valid digital permission to travel for the individual which is linked to the passport/travel document that they are travelling on. Pilots, operators and agents are not required to check for physical visas, but Passport or Travel Document checks still apply.	Passenger has permission to travel as confirmed by UPT response
Visa National with a valid, genuine exemption or physical evidence such as the examples below: • biometric residence permits (BRPs) • biometric residence cards (BRCs) • ink stamps in passports, or other documents e.g. letters with stamps on • vignette stickers in passports	CHECK- AUTHORITY TO CARRY GRANTED This means that the Home Office has not found a digital permission to travel. Pilots, operators and agents must check the individual's physical exemption certificate or physical permission as well as Passport or Travel document checks..	Passenger has permission to travel following physical document checks

Checks must be done on all passport/travel document that are presented to ensure they are genuine and valid, and that the person is the rightful holder.

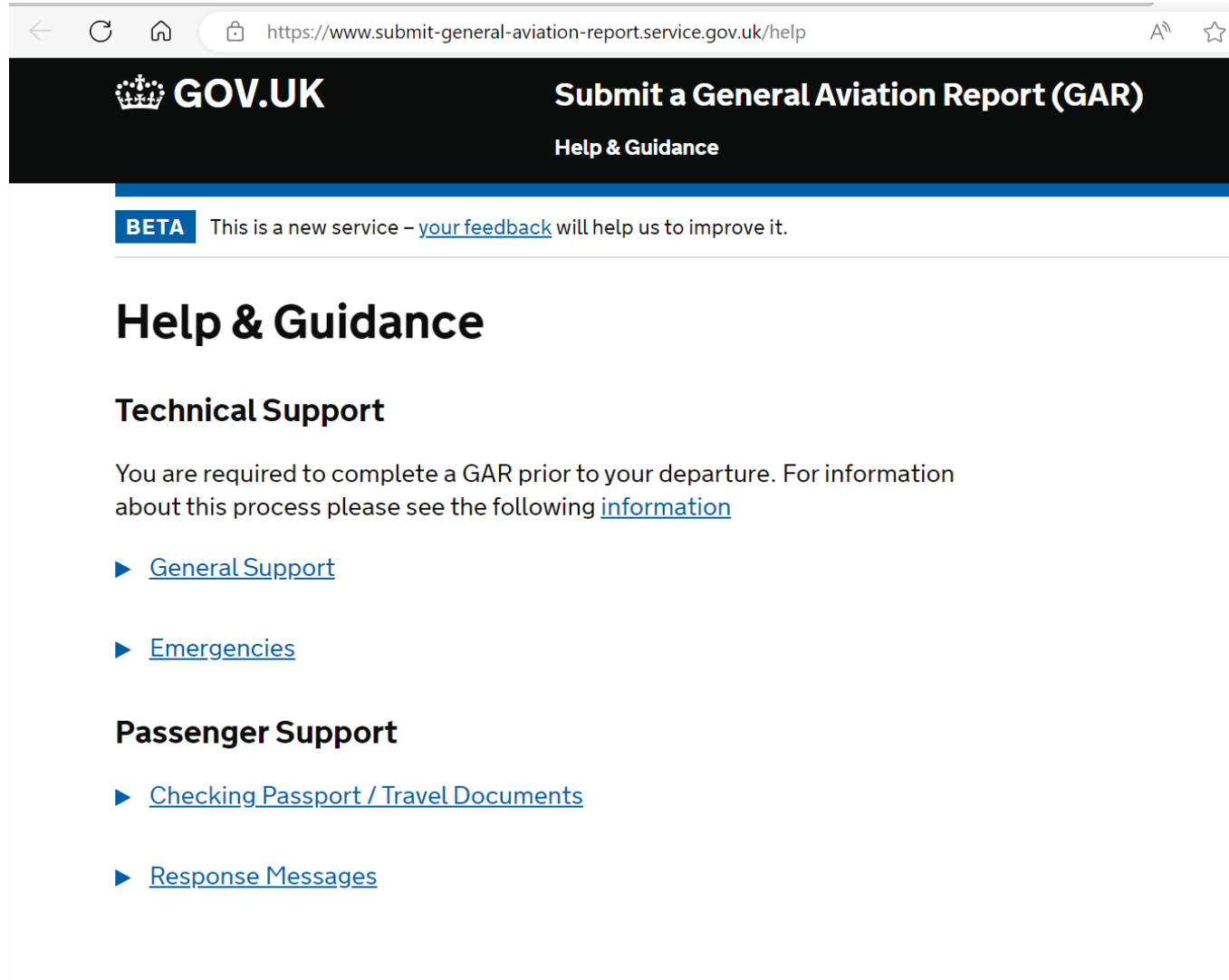
Passenger Handling Scenarios: Visa Nationals

Passenger Type	UPT Response and Actions	Permission
Visa National whose digital permission is not linked to the Passport/Travel document that they are travelling on and has no exemption or physical evidence.	CHECK- AUTHORITY TO CARRY GRANTED This means that the Home Office has not found a digital permission for the individual. If the individual does not have an exemption or physical proof of their permission, they should create a UKVI digital account (if they have not done so already) to access their eVisa, and this can be used to prove their rights to live or work in the UK. The individual should then be able to use the Share Code checking service via GOV.UK to provide evidence of their immigration status. If they are unable to provide evidence, pilots, operators, and agents may call the Carrier Support Hub for advice.	Valid Permission to Travel Confirmed via share code or by Carrier Support Hub
Visa National has no exemption certificate or physical evidence of permission and is unable to provide evidence of a digital permission and the Carrier Support Hub advise that the Home Office has no record of their immigration status.	CHECK- AUTHORITY TO CARRY GRANTED This means that the Home Office has not found a digital permission for the individual. If the individual does not have an exemption or physical proof of their permission. The individual should be able to use the Share Code checking service via GOV.UK to provide evidence of their immigration status. If they are unable to provide evidence via Share Code, pilots, operators, and agents may call the Carrier Support Hub for advice. Advice should be taken if no valid permission can be found.	If Permission to Travel has not been confirmed, pilots, operators and agents may be liable for Carriers Liability charge if they carry the individual

Checks must be done on all passport/travel document that are presented to ensure they are genuine and valid, and that the person is the rightful holder.

Help and Guidance

Help and Guidance



The screenshot shows a web browser window with the URL <https://www.submit-general-aviation-report.service.gov.uk/help>. The page header features the GOV.UK logo and the title 'Submit a General Aviation Report (GAR)'. Below the header, a blue banner indicates a BETA service with a feedback link. The main content area is titled 'Help & Guidance' and is divided into two sections: 'Technical Support' and 'Passenger Support'. The 'Technical Support' section includes a paragraph about the requirement to complete a GAR before departure and a link to 'information'. The 'Passenger Support' section includes links to 'Checking Passport / Travel Documents' and 'Response Messages'.

GOV.UK **Submit a General Aviation Report (GAR)**
Help & Guidance

BETA This is a new service – [your feedback](#) will help us to improve it.

Help & Guidance

Technical Support

You are required to complete a GAR prior to your departure. For information about this process please see the following [information](#)

- ▶ [General Support](#)
- ▶ [Emergencies](#)

Passenger Support

- ▶ [Checking Passport / Travel Documents](#)
- ▶ [Response Messages](#)

The help page has been updated to include a section for passenger related support. If a pilot, operator or agent requires general help or guidance regarding document/passport checks or response messages they may find the answer here.

Please click on the link below to view the Help & Guidance page

<https://www.submit-general-aviation-report.service.gov.uk/help>

User Support Scenarios

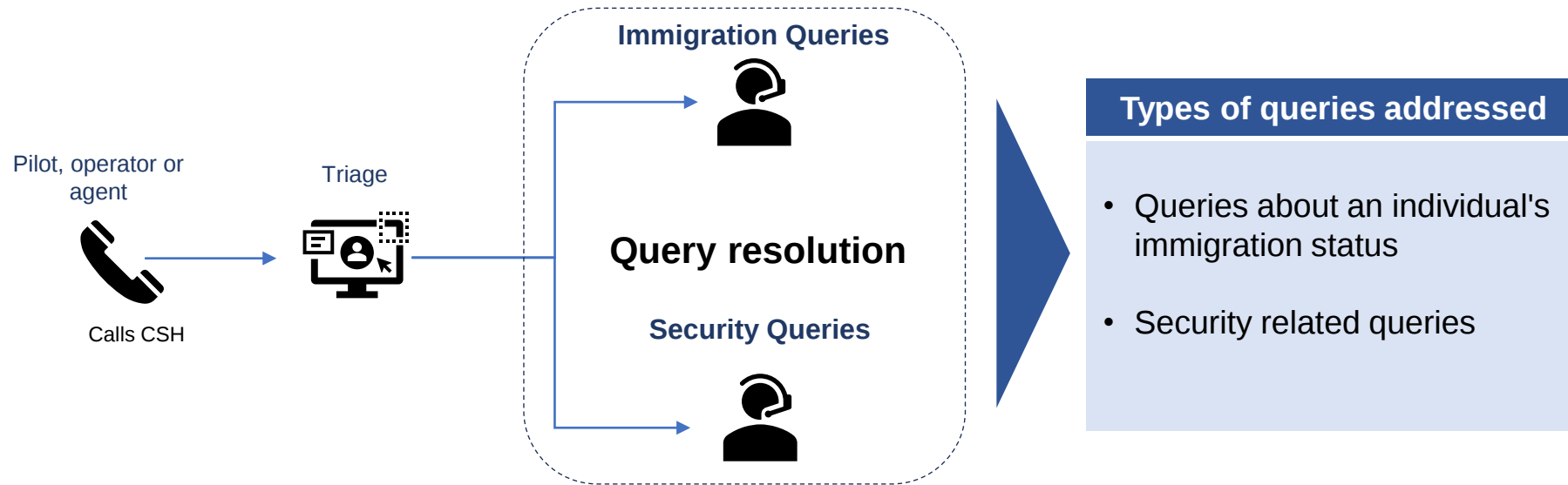
GAR Support	Border Force	UPT Queries
The GAR Support team provide technical support to pilots, operators and agents as they would normally. For technical support, pilots, operators and agents should email GARSupport@homeoffice.gov.uk For non-technical queries, pilots, operators and agents should refer to the Help & Guidance page. For non-urgent advice regarding a UPT response message or passenger related query, pilots, operators and agents should email UPTqueries@homeoffice.gov.uk NOTE: From 30th September passenger related support will be provided by the Carrier Support Hub (CSH) See next page for details. The pilot, operator or agent should contact Border Force as they would normally for any urgent queries about passengers who are about to board/travel.	Frontline Border Force teams will provide help and advice to pilots, operators and agents as they would normally, regarding any urgent queries and passengers who are about to board/travel.	The UPT queries team will provide non-urgent advice and guidance to pilots, operators and agents regarding passenger response messages, UPT, ETA , and digital permissions. The mailbox is monitored regularly Monday – Friday (excluding Bank Holidays) between the hours of 9:00 and 17:00 GMT. From 30th September 2024 all passenger related support will be provided by the Carrier Support Hub (CSH) See next page for details.

Scenario	Advice
A pilot, operator or agent has an urgent concern about a passenger and the flight is due to depart immediately	Contact Border Force
A pilot, operator or agent has a technical query regarding a GAR submission and the answer is not shown on the help page on sGAR.	Email GARSupport@homeoffice.gov.uk
A pilot, operator or agent has a general query regarding the new response messages and the answer is not shown on the help page on sGAR.	Email UPTqueries@homeoffice.gov.uk

Introduction of the new Carrier Support Hub

The Carrier Support Hub (CSH) will be available to all carriers including General Aviation, for pilots, operators and agents who submit data using the sGAR service.

This will be a **24/7 support function** to answer all queries related to a passenger's permission to travel to the UK.



Carrier Support Hub Go Live

30th September 2024

Details will be shown on the sGAR Help Page

Future Engagement

Future Engagement

Knowledge Hub

We're in the process of developing a dedicated sGAR Knowledge Hub, where the latest information pack and guidance can be accessed

Engagement Event Recordings

Engagement event recording will be available to watch via the Knowledge Hub in due course

Communicating with you

Additional changes, updates to sGAR and future engagement events will be communicated to you via the sGAR mailbox (GARsupport@homeoffice.gov.uk)

Glossary

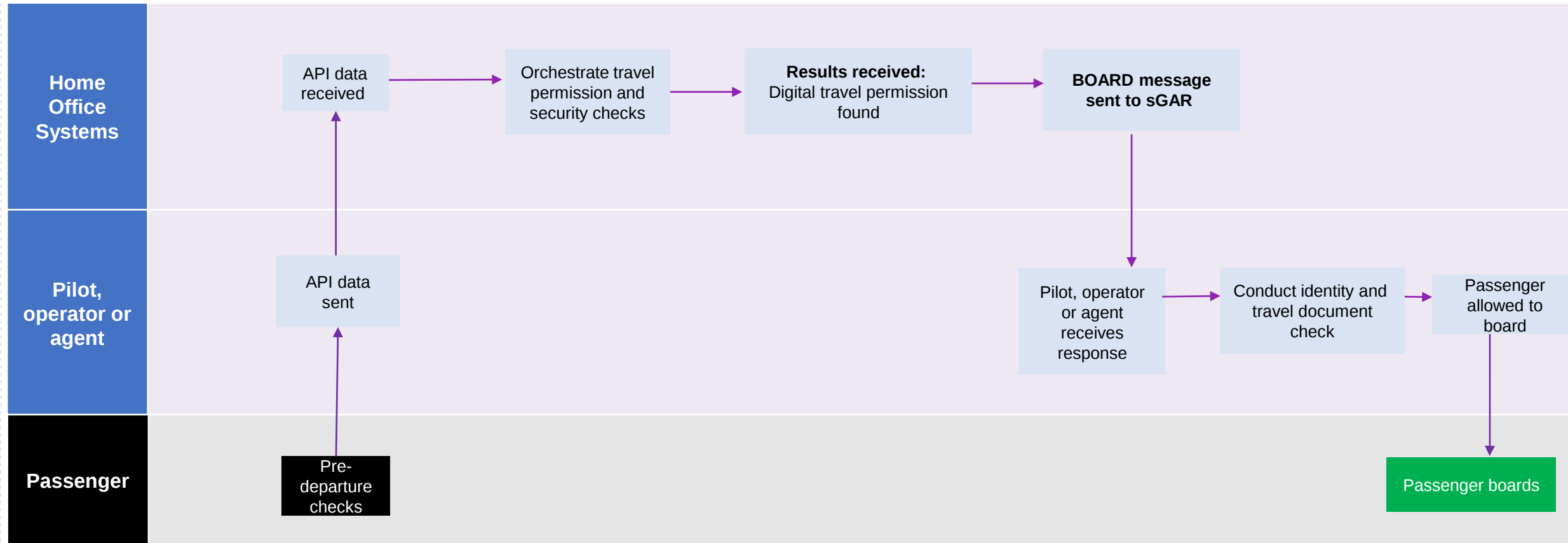
Glossary

Abbreviation	Term
API	Advance Passenger Information
ATC	Authority to Carry
BRP/C	Biometric Residence Permit/ Cards
BN(O)	British National (Overseas)
CLS	Carrier Liability Scheme
CTA	Common Travel Area
ETA	Electronic Travel Authorisation
EVW	Electronic Visa Waiver
eVisa	Electronic Visa
FBIS	Future Border & Immigration System
NBTC	National Border Targeting Centre
sGAR	Submit a General Aviation Report
UPT	Universal Permission to Travel

Appendix

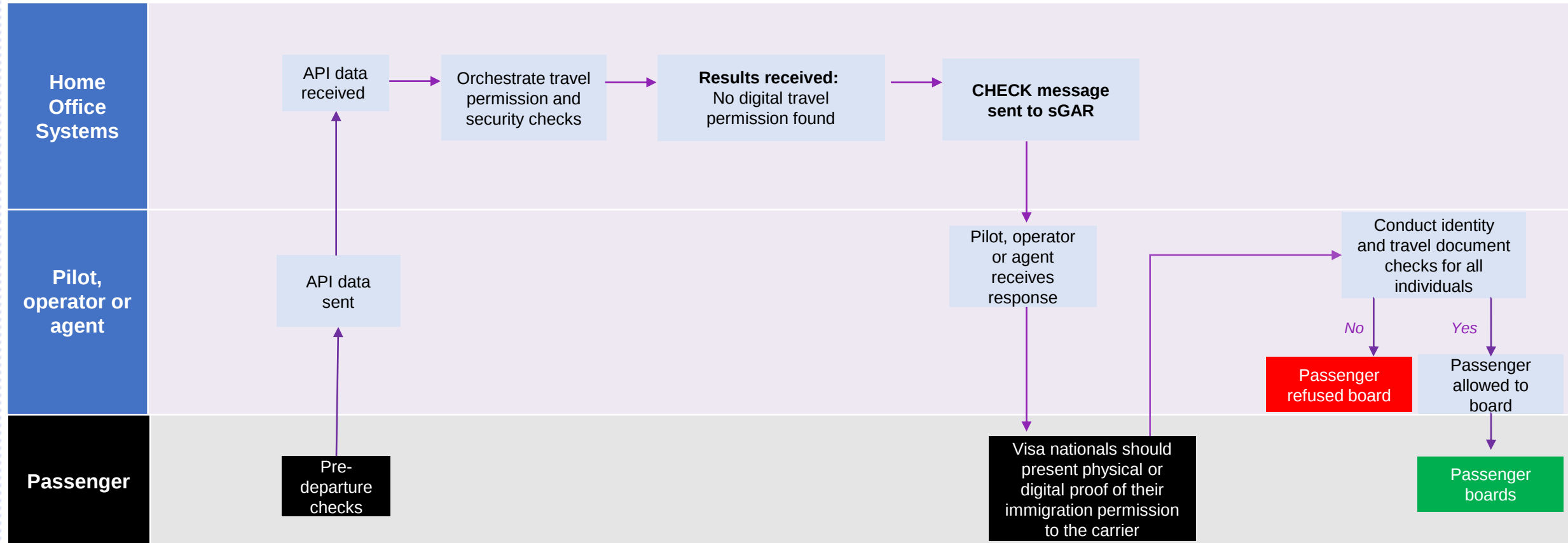
VALID PERMISSION TO TRAVEL User Journey

● Board



AUTHORITY TO CARRY GRANTED User Journey

● Check



DO NOT BOARD User Journey

