



Border Force



# Communications for eGate exceptions

**eGate exception stakeholder information for short term study (under 3 months), Tier 5 Creative and Sporting CoS holders and Paid Permitted Engagements**

# Important communications required for eGate exceptions

The eGate expansion is well underway and following initial feedback regarding some eGate exception travellers not receiving the stamp they need to undertake the activities they've come to do, we are getting in touch with a number of partners to ask for their help in communicating the key messages for eGate exception travellers.

## Who are eGate exception travellers?

**These are a small group of travellers who can't use the eGates as they need to obtain a stamp to do the activities they are coming to the UK to do, this includes:**

- short-term students (for up to six months) or
- holders of Tier 5 Creative and Sporting Certificate of Sponsorship (up to 3 months) or
- those due to undertake a Permitted Paid Engagement
- family members of an EEA national seeking to join them in the UK

Other travellers coming to the UK who hold an Entry Clearance in advance of arrival or a Biometric Resident Permit (BRP) are **NOT eGate exception travellers** and **they CAN use the eGates**.

## This pack contains:

- [A new document for stakeholders/sponsors to give to their customers/clients to help them to receive their passport stamp on arrival into port](#)
- [Social media and online promotional materials to use to raise awareness to your customers](#)
- [An overview of what communications are in place to promote the relevant information to eGate exception travellers](#)

# Important NEW visual aid for eGate exceptions travellers to show to request a passport stamp in port

In response to feedback from stakeholders about their customers/client's not being able to obtain the passport stamp they need in port, we have created a visual aid that can be used.

## [Download the 'Request a passport stamp' visual aid document](#)

Please provide your customers/clients with this document for them to present to airport staff or a Border Force Officer in obtain their passport stamp. This can be presented to staff either printed or shown on a mobile device.

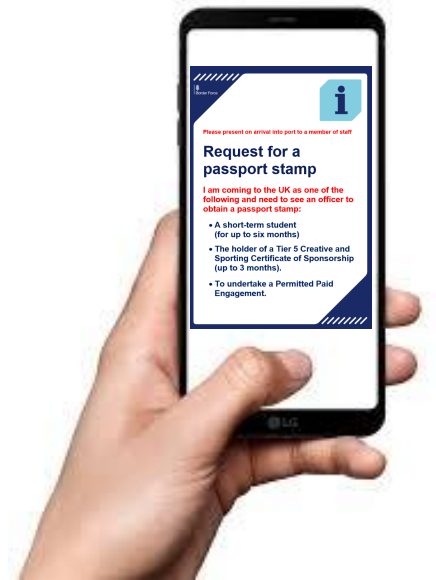
This is an optional visual aid, to help travellers, especially those who make not speak English as their first language, to obtain their passport stamp they need.

## **Please note: Travellers can also request to see an officer without this document**

**We are making port staff and Border Force Officers aware of this visual aid and increasing awareness of eGate exceptions through additional training ahead of the summer.**

**This document can be provided to any eGate exception travellers including:**

- short-term students (for up to six months) or
- holders of Tier 5 Creative and Sporting Certificate of Sponsorship (up to 3 months) or
- those due to undertake a Permitted Paid Engagement



# Social media toolkit for use

## Social media assets available



### **Creative and Sporting specific animation**

An animation which explains that sports people and creative workers from these seven countries need to see an officer and get a stamp upon arrival if they are staying up to three months



### **Short-term student specific animation**

An animation which explains that short term students from these seven countries need to see an officer and get a stamp upon arrival



### **eGate eligibility animation**

This animation shows who can and can't use eGates

[Download the animations and social media posts here](#)

Please include this link:  
[www.gov.uk/border-force/fastertravel](https://www.gov.uk/border-force/fastertravel)

# eGate exceptions communications overview and feedback

**We have been and will continue to communicate with exception travellers and stakeholders about this matter including:**

- Creating specific guidance and communication materials that are tailored to the needs to exception stakeholders and their customers/clients. This includes translated information and digital/animations available in a variety of languages.
- Working with education, industry and business stakeholders to make them aware and to keep them informed about the expansion of eGates and the need for specific travellers to obtain a stamp on their arrival.
- Providing training information, briefing packs and tailored eGate exception communication toolkits which have been distributed to over relevant 2,500 stakeholders
- Working with overseas stakeholders, Embassies and High Commissions to make them aware of who can and can't use the eGates
- Providing eGate exceptions information to airlines so they can communicate this information during flights this includes by showing our eGate animation to customers, articles for in-flight magazines and through on board announcements.
- All 15 eGate ports display a range of eGate exception signage and passenger education materials
- Staff training has been delivered across ports and will continue ahead of the summer to make sure eGate exceptions is a prominent part of the training.

## **Feedback**

If you have any feedback for how we can improve communications for eGate exceptions, please get in touch by emailing [portinformation@homeoffice.gov.uk](mailto:portinformation@homeoffice.gov.uk)



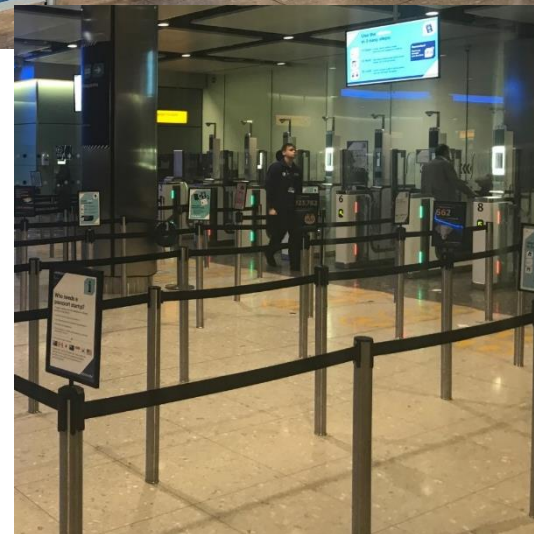
# eGate exception signage in our ports

We have a range of signage in place across national ports which provides information for eGate exception travellers.

We are asking ports to review and increase their eGate exception signage ahead of the summer.

We have provided staff training information to ports, and will ask for the training to be used again, to train any new staff employed for the summer.

We will also continually review our signage and communication activity to see what else we can do to improve in the future.



Signage in Heathrow



Example of signage available for display in ports

# eGate exception communications for airlines

We have provided a range of eGate communication materials to airlines to use this includes:

- Staff training information and aids
- eGate animations to show during flights
- eGate eligibility leaflets to give to customers
- Scripts for on board announcements
- Information for in-flight magazines
- Translated information for those who may not speak English as their first language
- Digital and social content to use on their customer communication channels

