

eVisa and ETA carrier communications partner pack

September 2025



Context

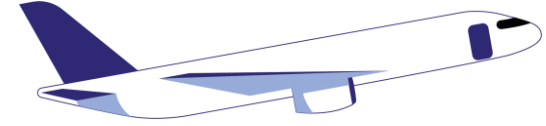
The UK Government is developing a digital immigration system, which will make travelling smoother for passengers. Everyone wishing to travel to the UK (except British and Irish citizens) will need permission in advance – through either an eVisa or Electronic Travel Authorisation (ETA).

Physical documents are being replaced with a digital record of a person's identity and immigration status, called an eVisa. Most physical documents have been replaced by eVisas, including biometric residence permits (BRPs) and biometric residence cards (BRCs) and increasingly visa vignettes are being phased out. Passengers are encouraged to visit [GOV.UK/eVisa](https://gov.uk/eVisa) to learn what steps they need to take.

Passengers who do not need a visa to visit the UK for short stays of up to six months need an **Electronic Travel Authorisation (ETA)**. Passengers can check if they need an ETA to travel to the UK and apply at [GOV.UK/ETA](https://gov.uk/ETA)



Key messages for passengers



Please share the following messaging on your communications channels, such as your website and emails to passengers:

- Travel requirements to the UK have changed. This includes moving from physical immigration documents to eVisas and introducing Electronic Travel Authorisation (ETA) which is a digital permission to travel.
- If you hold a UK immigration status such as a visa, have status under the EU Settlement Scheme (EUSS) or an expired biometric residence permit or card, get access to your eVisa before you travel and make sure your passport details are up to date: [GOV.UK/eVisa](https://www.gov.uk/evisa)
- If you already have an eVisa, keep your UKVI account up to date with your personal details and current passport or travel document to avoid potential travel delays: [GOV.UK/update-uk-visas-immigration-account-details](https://www.gov.uk/update-uk-visas-immigration-account-details)
- If you do not need a visa to visit the UK for short stays of up to six months, you need an Electronic Travel Authorisation (ETA). Visitors can find more information about applying for an ETA on: [GOV.UK/ETA](https://www.gov.uk/eta)

Short key message

Intended for passenger facing channels where shorter messaging is required:

If you have an eVisa, make sure your travel document is registered to your UK Visas and Immigration (UKVI) account. If you have an expired biometric residence permit or card, you should create a UKVI account for free on [GOV.UK/eVisa](https://gov.uk/evisa) to access your eVisa.

If you do not need a visa to visit the UK for short stays of up to six months, you need an Electronic Travel Authorisation (ETA). Visitors can find more information about applying for an ETA on [GOV.UK/ETA](https://gov.uk/eta)



eVisa and ETA information card

People travelling to the UK without a visa need an

ELECTRONIC TRAVEL AUTHORISATION



Visit: [GOV.UK/ETA](https://gov.uk/eta)

 UK Government

The UK is replacing physical immigration documents with

eVisas



Visit: [GOV.UK/eVisa](https://gov.uk/eVisa)

 UK Government

Printable information card

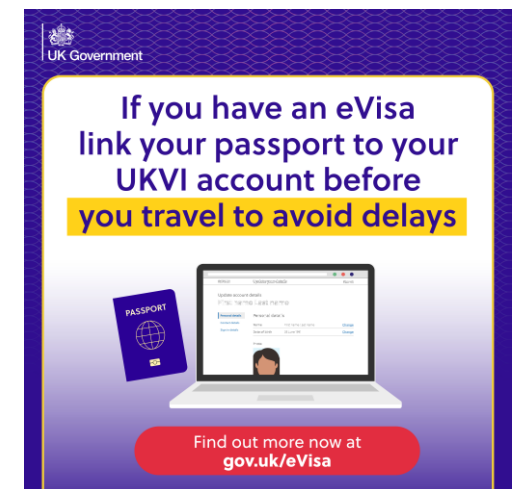
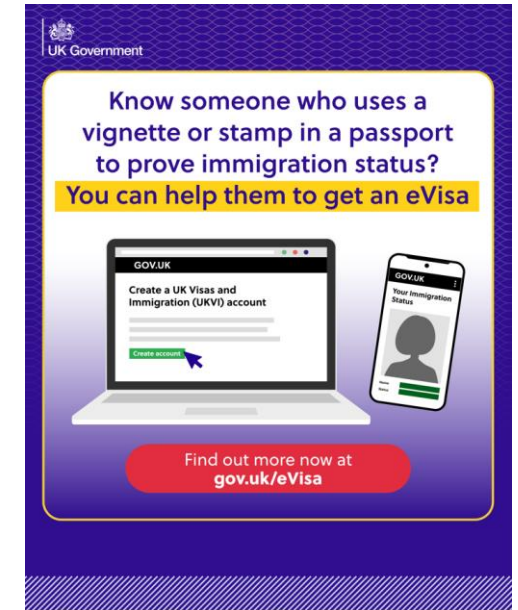
Two-sided business card with QR codes intended to show to passengers who require an eVisa or ETA. Download [here](#)



eVisa assets

You can use these assets to communicate about eVisas with passengers:

Downloadable assets	Intended Use
eVisa factsheet	For websites, customer messaging and sharing with staff
eVisa social media assets	For customer and media facing social media channels
eVisa posters	For display in public areas where customers may need to prove their immigration status
eVisa support videos	To explain eVisas to customers and support them with tasks including setting up an UKVI account and updating their documents



ETA assets

You can use these assets to communicate about ETAs with passengers:

Downloadable assets	Intended use
ETA stakeholder factsheet	For websites, customer messaging and sharing with staff
Translated ETA stakeholder factsheet	
ETA social assets	For customer and media facing social channels
Translated ETA social assets	
ETA digital display asset	For digital displays and signage
Printable ETA assets ETA printable poster ETA printable banner	For display in public areas and to show to customers who need an ETA



Your feedback is welcome

We hope this pack makes it easy to share essential information about eVisas and ETAs with your customers.

We would be grateful for any feedback you have about our partner pack and information regarding communications you deliver.

Contact us at ETAcommunications@homeoffice.gov.uk

Please visit [GOV.UK/ETA](https://gov.uk/eta) and [GOV.UK/eVisa](https://gov.uk/evisa) for more information and the latest updates.

Many thanks,

Home Office Communications



