

If you wish to apply for a Home Office travel document, please read these guidance notes before making your application.

CONTACTING US

Our main website address and telephone numbers for contacting us are given below.

OUR WEBSITE	IMMIGRATION ENQUIRY BUREAU	APPLICATION FORMS UNIT
www.ukba.homeoffice.gov.uk	0870 606 7766	0870 241 0645
For information about immigration law and policy, and to see and download application forms and guidance notes	Monday to Thursday: 9.00 - 4.45 Friday: 9.00 - 4.30	Monday to Thursday: 9.00 - 4.45 Friday: 9.00 - 4.30
	For general immigration enquiries and information	For application forms and guidance notes only

The same day service at our public enquiry offices is NOT available for travel document applications.

GUIDANCE NOTES

1 HOW DO YOU QUALIFY FOR A HOME OFFICE TRAVEL DOCUMENT?

To qualify for a Home Office travel document,

- you must be lawfully resident in the UK in one of the eligible groups listed in part 2 of these notes, and
- have indefinite leave to enter or remain in the UK, or
- have more than 6 months' leave outstanding when you apply for a travel document if you were granted limited leave to enter or remain (see part 3 of these notes), OR

One way travel document- If you are currently in the UK and are a national of any other country, you may apply for a one way document.

2 WHICH ARE THE ELIGIBLE GROUPS?

You are eligible to apply for a travel document if you are in one of the groups listed below, as confirmed in correspondence from the Home Office.

A refugee who has been granted asylum. If you have been recognised as a refugee under the terms of the 1951 United Nations Convention Relating to the Status Of Refugees, you may apply for a Convention Travel Document (blue).

A stateless person. If you have been recognised as a stateless person under the terms of the 1954 United Nations Convention Relating to the Status of Stateless Persons, you may apply for a Stateless Persons' Document (red).

A person granted indefinite leave to remain but not recognised as a refugee. If you are in this group, you may apply for a Certificate of Travel (black). To qualify for such a document, you must provide documentary evidence that you have previously applied to your national authorities for a passport or travel document, and that your application has been formally and unreasonably refused.

A person granted limited leave to enter or remain following a failed asylum claim as listed below

- exceptional leave
- discretionary leave
- humanitarian protection

If you have leave of this kind and can show that you have previously applied to your national authorities for a passport or travel document, and that your application has been formally and unreasonably refused, you may apply for a Certificate of Travel (black).

3 WHAT IF YOU DON'T HAVE MORE THAN 6 MONTHS' LEAVE OUTSTANDING?

Most countries will not accept a travel document with less than 6 months' validity at the time of any return journey to the UK. Accordingly, if you were granted limited leave as described above after being refused asylum, but only 6 months or less of that leave is remaining, you can apply for an extension of stay, although no guarantee can be given that such an application will be granted. To make such an application, you should obtain the relevant application form from our website or Application Forms Unit. If

you are granted an extension of stay for a sufficient period, you may then apply for a Home Office travel document.

4 WHICH TYPE OF DOCUMENT SHOULD YOU APPLY FOR?

You should apply for whichever document is appropriate for the group to which you belong among those listed in part 2 of these notes. The table below sets out the Home Office status letters and documents most frequently issued to persons who may qualify for a Home Office travel document.

	Possible Status Letter/Document	Adult	Child (Aged under 16)
Convention Travel Document	ACD 0122 / ACD 2151 / ADL 1 / ASL 2167 / GEN 23 / GEN 22 / ICD 0726	£72	£46
Certificate of Travel	ACD 1047 / ACD 1080 / ACD 2164 / ACD 2168 / ACD 2169 / ADL 27 / GEN 19 / ICD 0009 / ICD 0128 / ICD 0717 / RON 58 / RON 60	£210	£130

5 HOW SHOULD YOU APPLY?

You should apply on the current version of application form TD112. If you obtained the form some time ago, please check our website or call our Application Forms Unit to make sure it is still valid for use.

6 DOCUMENTARY EVIDENCE

Please check that you have all the documents which you need to enclose with your application. These should include the following:

A - Two identical and endorsed colour photographs of you against a white background.

B - Your original valid status letter from the Home Office showing that you have permission to stay in the UK (if the original is not available, you may send a copy instead) and/or a copy of your UK residence permit if you have one.

C - Any current or expired passports, travel documents and GV3s, EU UFFs or visa promise letter(s).

If you are applying for a Certificate of Travel (black) you will also need to include the following:

D - A letter from your national authorities showing that, before making this application, you have made an application for a national passport or travel document but this has been formally and unreasonably refused.

E - An explanation at section 6.1 on the application form of why you regard the refusal as unreasonable.

We would not consider the refusal to be unreasonable if you had not undertaken, or were not prepared to undertake, military service in your own country, had a criminal record there or had not provided the evidence necessary

to confirm your identity.

The above applies whether you have limited or indefinite leave to remain.

Please note if you have been granted humanitarian protection, and we have accepted you have a fear or your national authorities, you do not have to comply with the requirements at D and E above, and do not need to complete section 6 of the form.

The documents provided with the application must be originals.

Any documents which are not in English must be accompanied by a reliable English translation.

Make sure passports or travel documents are signed.

7 COMPLETING THE FORM - SECTION 6

You do not have to complete section 6 at all if you have been accepted in this country as a refugee under the terms of the 1951 United Nations Convention Relating to the Status of Refugees, or as a stateless person under the terms of the 1954 United Nations Convention Relating to the Status of Stateless Persons.

Certain nationals may be unable to provide the formal evidence from their national authorities requested at section 6.1 because:

- their authorities do not have an embassy/high commission in the UK, or;
- the embassy/high commission is currently unable to process passport or travel document applications and has refused to accept your application.

Such circumstances should be explained at section 6.2.

If we accept these circumstances as being valid, completion of 6.1 may be waived. If that happens, your application will be considered without evidence of a formal and unreasonable refusal.

8 COMPLETING THE FORM - SECTIONS 7 AND 8

Please use the following guide to determine how to complete these sections.

- **The applicant is aged under 16**

- Parent/guardian/person with parental responsibility signs section 7
- Leave section 8 blank.

- **The applicant is aged 16 or 17**

- Parent/guardian/person with parental responsibility signs section 7
- Applicant signs section 8.

• **The applicant is aged 18 or over**

- Leave section 7 blank
- Applicant signs section 8.

• **The applicant is aged 16 or over but under 18 and does not have a parent/guardian/person with parental responsibility**

- Leave section 7 blank
- Provide an explanation as to why the section can't be signed
- Applicant signs section 8.

9 PHOTOGRAPHS

Please read the photograph guidance leaflet enclosed with your application.

You must enclose with your application, two recent colour photographs. They must be:

- identical
- full face
- face uncovered
- clear and of good quality (**preferably in a matt finish**) - taken against a **white** background
- 45mm x 35mm (**do not cut to size**)
- taken within six months of the date of application.

If you wear glasses, care must be taken to ensure that the light of the flash is not reflected in the lenses of the glasses. Dark glasses are not acceptable.

The photographs should not be pinned, stapled, glued or taped to the application form.

If you are applying for your first travel document, or to replace a lost, damaged or stolen document, you must make sure one of your photographs is countersigned. If you are applying for a renewal and are enclosing your previous Home Office travel document, you will not need to have your photographs countersigned unless your appearance has changed significantly.

I confirm that the enclosed photographs are a true and correct likeness of...
(name of applicant).
Home Office ref.
Signature of professional person.

The countersignatory must endorse one photograph on the back with the words “**I confirm that the enclosed photographs are a true and correct likeness of...**” giving the full name and Home Office reference number of the person whose details are given in section 1. The professional person should sign the endorsed photograph.

10 WHO CAN COUNTERSIGN YOUR PHOTOGRAPHS AND

APPLICATION?

Your photograph should be countersigned by one of the following

- Bank manager
- Doctor
- Immigration adviser regulated by the OISC at level 1 or above
- Advisers accredited under the Immigration and Asylum Accreditation Scheme at probationer level or above
- Magistrate
- Minister of religion
- Police officer
- Prison officer
- Probation officer
- Social worker
- Solicitor
- Teacher

To avoid unnecessary delay to your application ensure that ONLY persons whose profession is listed above endorse your photographs.

11 APPLICANT'S DECLARATION

Your signature will be scanned. Please make sure it stays within the border (as shown below).

Signature

John Smith

12 WHAT TO DO NEXT

Carefully check that you have completed each section relevant to your application and that you have enclosed the necessary documents.

If, after posting, you realise that you have forgotten to enclose something, do not send it separately, as this will only delay the application further. We will return your application to you with a request for any missing information/documents.

If other members of your family are applying for travel documents, please enclose all applications in one envelope.

13 POSTING YOUR APPLICATION

The address to which you must send an application on form TD112 is:

**UK Border Agency
Travel Documents Section FPU
Lunar House
40 Wellesley Road
Croydon
CR9 2BY**

Posting it to any other address will delay your application. This address is only to be used when sending your application. Please use the address given in part 19 for any other correspondence about your application.

If you use Recorded or Special Delivery, this will help us to record the receipt of your application. Make sure that you keep the Recorded or Special Delivery number.

We will return your passport(s)/travel document(s) and other documents by Recorded Delivery. If you would like them to be returned by Special Delivery, you must provide a prepaid Special Delivery envelope which is large enough.

14 CHECKING THE PROGRESS OF YOUR APPLICATION

The Travel Documents Section does not have a public enquiry office. Visiting any other public enquiry office will not enable you to check the progress of your application or submit any documents in support of your application. If you wish to check on the progress of your application you should call the number provided below. If there is a problem with your application we will let you know as soon as we can. If you need to contact us, call the Immigration Enquiry Bureau on : **0870 606 7766**.

15 LOST OR STOLEN TRAVEL DOCUMENTS

If your previous travel document has been lost or stolen or is otherwise unavailable it may take longer to issue a replacement because the Home Office needs to undertake enquiries.

Please remember that the checks made before issuing a travel document are necessary to prevent the misuse of identities and on occasion enquiries may take time to resolve.

All applications to replace lost or stolen travel documents require a **police report and crime reference number** and a clear and concise explanation detailing the circumstances of the loss.

16 PRIORITY REQUESTS

Applications are dealt with in the order in which they are received.

The Home Office will **only** consider dealing with an application out of turn if there is a medical emergency or a

family funeral. In this case documentary evidence **must** be submitted in the form of a recent medical report, doctor's letter or death certificate by fax on **020 8760 3385** before we can consider giving an application priority.

If no evidence is submitted, or it is decided that priority consideration is not appropriate, the application will remain in the queue and will be dealt with in date order.

17 CHILDREN

It is not possible for children to be named on the travel document of their parent or guardian. Children who wish to hold a travel document should apply using a separate application form. Children who are aged under 16 can obtain a child's document. Applicants aged 16 or over must apply for an adult document. The Travel Documents Section does not grant leave. Children must also have indefinite leave to enter or remain or have more than 6 months' leave to remain in this country when applying for a travel document.

Children should normally travel on a British passport if they were born in the United Kingdom:

- before 1 January 1983 or
- on or after 1 January 1983 to a parent who was a British citizen on the date of the child's birth or
- on or after 1 January 1983 to a parent who was settled in this country on the date of the child's birth.

Further information on nationality of children born in the United Kingdom on or after 1 January 1983 is available from:

**The Nationality Directorate
India Buildings
Water Street
Liverpool
L2 0QN**

Telephone: **0845 010 5200**

If you require further application forms they can be obtained from the Application Forms Unit on **0870 241 0645**.

This number is for application form requests only.

You can also download the application form from the UKBA website at www.ukba.homeoffice.gov.uk

18 WHERE CAN YOU TRAVEL USING YOUR TRAVEL DOCUMENT?

- **Convention Travel Documents (blue)**
 - Home Office travel documents will normally be valid for travel to all countries except those from which asylum was sought and/or your country of origin.

• Stateless Person's Documents (red)

- Home Office travel documents will normally be valid for travel to all countries.

• Certificate of Travel (black)

- Home Office travel documents will normally be valid to all countries except those from which asylum was sought and/or your country or origin.

Countries that are party to the Schengen agreement, along with the Republic of South Africa, will not usually accept a Home Office Certificate of Travel as a valid travel document. **You should check with the embassy of the country you wish to travel to before applying.**

19 CONTACTING US AFTER YOU HAVE APPLIED

If you need to contact us after you have applied, please do so as follows.

To send us more information about your application, write to the following address (not the one to which you posted your application):

**UK Border Agency
Travel Documents Section
Lunar House
40 Wellesley Road
Croydon
CR9 2BY**

and give the following details in your letter:

- the applicant's full name, date of birth and nationality
- any Recorded or Special Delivery number
- the date on which the application was posted
- the Home Office reference number if you have one.

Please do not send fees to this address. We will write to you to request further payment if it is required.

20 OBTAINING ANOTHER FORM

You can obtain application forms from our Application Forms Unit on **0870 241 0645** or by downloading them from our website.

21 OTHER TELEPHONE ENQUIRIES

For enquiries other than obtaining an application form, call **0870 606 7766**.

We also have the following freephone textphone number: **0800 38 98 28 9**.

22 CHOOSING AN IMMIGRATION ADVISER

If you engage an immigration adviser one, take care in choosing one. The Office of the Immigration Services Commissioner (OISC) regulates immigration advisers.

The OISC website at www.oisc.gov.uk contains a list of authorised advisers. It also has links to websites for solicitors, barristers and legal executives. If you have a complaint about an immigration adviser or need other information, the OISC contact details are:

**Office of the Immigration Services Commissioner
5th Floor,
Counting House
53 Tooley Street
London
SE1 2QN**

Telephone: **0845 000 0046**

Alternatively the Solicitors Regulation Authority, which regulates solicitors in England and Wales, can help you find a solicitor if you contact them on **0870 606 2555** or visit their website at www.sra.org.uk

The address and telephone number for any complaints about a solicitor are:

**Legal Complaints Service
Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire CV32 5AE**

Telephone: **0845 606 6565**

23 COMPLAINTS ABOUT OUR SERVICE

If you wish to make a complaint about our service, you can do so in writing to the address below or by email to lsecsu@homeoffice.gsi.gov.uk

**London and South East Region CSU
2nd Floor (Podium)
Apollo House
36 Wellesley Road
Croydon
CR9 3RR**

You may also call **020 8603 5409** or visit our website.

24 DATA PROTECTION NOTICE

We will treat all information provided by you in confidence but may disclose it to other government departments, agencies, local authorities, the police, foreign governments and other bodies for immigration purposes or to enable them to perform their functions.

We may also use the information provided by you for training purposes.

The information in the Payment Details page will be known to the private contractor engaged by the Home Of-

office to process application payments.

25 APPLICANT'S CHECKLIST

1 STATUS - You should be able to tick at least one of the boxes in this section before you apply for a travel document. See pages 1 and 2 of the guidance notes.

2 FEES - have you enclosed the correct fee?

Refugee status.	
Stateless person.	
Indefinite leave to enter/remain and evidence has been submitted of a formal and unreasonable passport/travel document refusal from your national authorities; or humanitarian protection has been granted	
Exceptional leave to enter/remain, or discretionary leave to enter/remain and evidence has been submitted of a formal and unreasonable passport/travel document refusal from your national authorities; or humanitarian protection has been granted	
One way travel document - No status required.	

3 PHOTOGRAPHS - please read the guidance notes for a

£72 (£46 for a child) for a Convention Travel Document or Stateless Persons' Document or IS 137. (One way document)	
£210 (£130 for a child) for a Certificate of Travel.	

full explanation of our requirements.

4 ENCLOSURES

Have you enclosed two (2) identical, suitably endorsed and signed colour photographs against a white background?	
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5 GENERAL.

Your valid status letter and/or UK residence permit if you have one (original or copy).	
Current or expired passports or travel documents or other documents (original documents required).	
Proof of change of name if required - see application form page four (originals required).	
If you are aged under 18 and section 7 has been completed by a person who does not have legal responsibility, provide signed evidence that the person with parental responsibility agrees to this application.	

To avoid delays - have you filled in all sections of the application form which apply to you?	
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