

Applying for a passport

*Helpful notes for completing your **paper passport application** form correctly*

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Things you need to know

Get it right

- Don't book travel until you have your passport.
- We cannot accept any responsibility for any travel arrangements. We do our best but we cannot guarantee that your passport will be ready within a certain time.
- Please allow two weeks from the date of your application before checking the progress of your application form with us.

Can I download a new application form?

No, Passport applications are now available online by clicking the following link Passports and Nationality if you need to submit a paper application, forms may be obtained from our office at 2nd Floor, Leanse Place, 50 Town Range.

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

Cross out any mistakes. Do not use correction fluid. If you make more than three mistakes on any line or do not provide a clear signature in sections 7, you will need to fill in a new form.

Do I always need to submit photos with my application?

Yes, these will need to be uploaded during the online application process. See pages 16 and 17 for more advice.

Can I submit a photocopy of a birth certificate or other supporting document?

No, you must submit originals. See page 18 for the correct documents.

I live abroad. Can I apply for a passport in Gibraltar?

No. You can only apply for a passport in Gibraltar if you live or work here

Will I need an interview?

Please see page 21 for more details

When can I renew my passport?

We recommend you renew your passport 7 months before the expiry day.

Do all applications need a countersignatory?

No. Check page 11 to find out if you need one.

Type of customer	Section of the form to fill in (Paper Version)
Renewal – Adult	Sections 1, 2, 5, and 7 . The countersignatory must fill in section 8 only if you can't be recognised from the photograph in your current passport or you are switching issuing authority and they must sign one of your passport photos.
First British Passport - Adult	Sections 1, 2, 4, and 7. Section 3a if it applies. The countersignatory must fill in section 8 and sign one of your passport photos.
Replacement - Adult	Sections 1, 2, 5, and 7. The countersignatory must fill in section 8 and sign one of your passport photos.
Changes to your Existing Passport	Sections 1, 2, 5, and 7. Sections 3a and 4, if they apply. The countersignatory must fill in section 8 if you can't be recognised from the photograph in your current passport and in all cases where the replacement is for a child. They must sign one of your passport photos.

How to fill in each section of your application form

Section 1: What type of passport are you applying for?

Get it right

- If you have previously held a British passport as an adult or child that was issued for five or ten years, it isn't damaged and you don't need to change any personal details, you need to apply for a renewal.

Adult application

An adult is 16 years old or over. If you are going to turn 16 within the next two weeks put a cross in the Adult box. Adult passports are normally valid for 10 years.

Renewal

This applies if your existing undamaged British passport, your name and British national status have not changed. If you are renewing a Child's passport, put a cross in the Child box if they are under 16 or Adult box if they are 16 or over. (Please see changes below if your appearance has changed).

First British passport

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 and have gained naturalisation or registration as a British national and are applying for their first British passport.

Replacement

This applies if you want to replace a British passport that has been lost, stolen or damaged.

Changes

This applies to a change in your name, photo (including where you cannot be recognised from your current passport photo) or British national status.

Section 2: Who is the passport for?

Get it right

- Include middle names in the name section - the name you enter should match your birth certificate or previous passport. If it doesn't, it could delay your application.
- If you do not have enough space to write your name or contact details (for example, you have a long surname or a long email address), please use section 6 of the application form.

Names to be shown on your 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 names under 'surname' and 'first names' that appear on your supporting documents such as your birth certificate and/or your previous passport.

The personal details section of the passport can only include up to 30 characters (including spaces) for first and middle names and a further 30 characters for surnames. If your names are longer, please shorten them in a way you would want them to be shown on your passport. You should then write your full name in the space in section 6 of the form. We will add your full name on the observation page on your passport.

If you have recently changed your name, enter your name as it is now.

Change of name in passport

If you are changing your name, put your new name in the 'Surname' and 'First and middle names' boxes and put your previous names in the 'Maiden or all previous names' boxes.

If you no longer want your middle name to be included in your new passport when it has been on previous passports, tell us in section 6 of the application form. If you don't, we will add your name to match what is in your previous passport.

If you spell your name differently, change the order of your names or add a new name, compared to what is in your previous passport, then you will need to provide evidence of the name change. See Table C on page 18 for more details.

Provide proof of your change of name if this is different from your supporting documents. Send proof to support every name change,

List all of your maiden or previous names that you have been known by (surname first and then first and middle names). If they won't fit in the boxes, you should write them in full in section 6.

Current address

Give your full residential address (where you live) including any street number

We may check you live at the address you give. If you don't, it may delay your application unless you explain the circumstances in section 6 of the application form.

Gender

Put a cross in the relevant box to say whether the person the passport is for is male or female.

Place of birth

Give the names of the town and country you were born in as shown on your birth, registration or naturalisation certificate or previous British passport.

Contact details

Please give as many contact details as possible and make sure the information is accurate as we may need to contact you about your application.

Delivery Address

Get it right

- Your new passport will be delivered to the Department of Immigration & Home Affairs address at Leanse Place from where you can collect it after having cancelled your old passport.

If you would like your new passport to be delivered to a different address, please write the address in the space provided but note that you will have to surrender your old passport at the counter together with this application.

Section 3a: Certificate of registration or naturalisation

Get it right

- You will need to fill in this part if you have naturalised or registered as a British Citizen

If the person named in section 2 has been granted a certificate of registration or naturalisation by the Home Office. Provide details from the certificate of registration or naturalisation here.

Section 5: Details of previous passports

Uncancelled passports

Enter details of all uncancelled passports that you are submitting with your application.

A cancelled passport has the top right-hand corner of the cover cut off. An uncancelled passport has not been cancelled by its issuing authority (British or another country). This may include:

- an expired passport (in other words one that has run out);
- passports you are or were included in (for example, as a child); and
- passports issued to you by other countries.

Lost or stolen

Give us the details that you can about your lost or stolen passport, even if you have already told us that your passport has been lost or stolen.

You do not have to fill in this section in full if you don't know some of the details

Tell us as quickly as possible if your passport has been lost or stolen, by filling in an LSO1 form and returning it to us. This is to prevent someone misusing your passport and your identity. You can do this in one of the following ways.

Get an LSO1 form at:

- Lost and Stolen British Passport Form (gibraltar.gov.gi) or
- by calling the passport office on telephone +(350) 20051727; or
- by sending an email to: passports.diha@gibraltar.gov.gi.

If your passport has been stolen, report the theft to the Royal Gibraltar Police or the local police if you lose it outside Gibraltar. They will give you a crime reference number. Put this on the LSO1 form

We will cancel your lost or stolen passport once we have received the LSO1 form. If you later find the passport which you reported lost or stolen, you must return it to us. You will no longer be able to use the passport. You may be held by immigration authorities or the police if you try to do so.

We will cancel and destroy any passport that is found and sent to us.

Section 6: More information

Get it right

- Most people will not need to fill in this section. The examples below show when you should give us extra information using this section.

- Names that you were not able to fit in the boxes in section 2
- If you have changed your name as a result of getting married but you want to continue to use your maiden name for professional purposes, you should make a statement in section 6 of the application form and we will add a note on the observation page of your passport showing your maiden name.
- Grandparent's details if both parents named in section 4 were born on or after 1st January 1983 or were born abroad.
- If your passport is lost or stolen and you have already sent us a Lost and Stolen Notification form LSO1, tell us here that you have already sent us the form.
- If your passport is damaged, explain briefly how it was damaged.
- Your preferred method of communication if you are blind or partially sighted (for example, by phone or in large print).
- If your signature could not be provided in section 7, you should explain why.
- If there is not enough space in section 6, please include any extra information on a blank sheet of paper. You should sign this and include it with your application form.

Section 7: Declaration

Get it right

- Before you fill in and sign the declaration, read the form again to make sure that the information you have given is correct.

Fill in this section if you are 16 or over and are applying for:

- your own passport;
- someone who cannot sign and you are signing on their behalf.

Read points 1 to 8 in the declaration section of the form before you date and sign.

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 does not have to sign

Section 7: Passport Signature

Get it right

This is the signature that will appear on your passport.

Make sure that you sign in **black ink** and that you keep within the box

If the passport is for a person aged 12 or over they should sign section 7 (passport signature and photo box) and the signature will appear on the passport.

Section 8: Countersignature

Get it right

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

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

Countersignatories

A countersignatory is someone who can confirm your identity. They need to confirm that, to the best of their knowledge, the details you have given in your application are correct, and they must also confirm that the photograph is of you.

The countersignatory must:

- be a professional person (including those who are retired) for example, bank or building society officials, police officers, civil servants, ministers of religion and people with professional qualifications like teachers, accountants, engineers and solicitors.
- have known you personally for at least two years.
- live in Gibraltar, and
- hold a British passport issued in Gibraltar or UK which has not run out.

The countersignatory needs to:

- read through the completed application form to make sure the information is accurate
- fill in section 8 of the form, giving their passport number, and then sign in the box
- give their full address and details of where we can contact them.
- for an adult application, 'certify' one (not both) of your photographs by writing *'I certify that this is a true likeness of* (insert name of applicant)' signing and dating one of the photographs put their initials next to any mistakes they may make in section 8

The countersignatory must <u>not:</u>

- be related to you (by birth or marriage);
- be in a personal relationship with you;
- live at your address, or
- work for us at the Department of Immigration & Home Affairs of H.M. Government of Gibraltar.

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.

We may ask you to provide another application form with a different countersignatory if we are not satisfied with your choice of countersignatory or if we cannot contact them.

What you need to include with your form

Please see the table of supporting documents on the next page.

Get it right

- Please submit original documents. We do not accept photocopies of documents or documents that have been laminated.
- If you need to send a UK or a Gibraltar birth certificate and were born on or after 1st January 1983, it must be a full birth certificate. (This is one that contains the details of both you and your parents).
- 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 to prove it is genuine.

To get copies of birth, death or marriage certificates issued in Gibraltar contact the Births, Deaths and Marriage Registry office at bdmregistry.csro@gibraltar.gov.gi

To replace documents issued abroad, get advice from the relevant embassy or consulate of that country.

Table of supporting documents

Use the checklist overleaf to find out what documents to submit with your application.

Once we have considered your application, we may still need to ask you for more information.

Passport Type		2 recent identical photos	Previous British passport	Any other uncancelled passport relating to you	Full birth or adoption certificate	Certificate of registration or naturalisation	Parents documents	Change of name documents	Grandparents Documents	Other requirements
Renewal	Renew a British Passport	✓	✓	✓	✗	✗	✗	✗	✗	✗
First British Passport	Born or adopted before 1st Jan 1983 (not naturalised or registered)	✓	✗	✓	✓ See Table B if you were born or adopted overseas	✗	See Table B if you were born or adopted overseas	✗	Check Table C	Check Table D
	Born or adopted on or after 1st Jan 1983 (not naturalised or registered)	✓	✗	✓	✓ See Table B if you were born or adopted overseas	✗	See Table A if you were born or adopted overseas See Table B if you were born or adopted overseas	✓ Check Table D	Check Table C	Check Table D
	When you have been naturalised or registered as British	✓	✗	✓	✗	✓	✗	✗	Check Table C	Check Table D
Lost and Stolen	Lost or Stolen replacement	✓	✗	✓	✗	✗	✗	✗	Check Table C	Include LSO1 with application (see page 9)
Damaged	Damaged Passport replacement	✓	✓ Previous damaged passport	✓	✗	✗	✗	✗	Check Table C	Check Table D
Changes to a British Passport	Name or Photo Change	✓	✓	✓	✗	✗	✗	✗	Check Table C	Check Table D
Change from British Overseas Territories (Gibraltar) to British Citizen	Born Before 1st Jan 1983	✓	✓ Your previous British Overseas Territories citizen (Gibraltar) passport	✓	✗	✗	✗	✗	Check Table C	Check Table D
	Born on or after 1st Jan 1983	✓	✓ Your previous British Overseas Territories citizen (Gibraltar) passport	✓	✗	✓ Or a birth or adoption certificate	✗	✗	Check Table C	Check Table D
Change from other British National to British Citizen		✓	✓ Your previous British national or subject passport	✓	✗	✓	✗	✗	Check Table C	Check Table D

Table A	
Applicants born or adopted in Gibraltar - parents' or adoptive parents' details	
To support your claim to British nationality, please provide evidence under either 1 or 2. We need to see:	
1 Evidence of one of your parents' claim to British nationality at the time of your birth	• Their British passport number (provided in section 4 of the application form); or • Full birth certificate; or • Certificate of registration or naturalisation; and • If this is your father, also provide his marriage or civil partnership certificate to your mother. *(This does not apply for those born or adopted on or after 1st July 2006.)*
2 Evidence of one of your parents' immigration status in Gibraltar at the time of your birth	Their Certificate of Permanent Residence; and If this is your father, also provide his marriage or civil partnership certificate to your mother. (*This does not apply for those born or adopted on or after 1st July 2006.)*

Table B	
Applicants born or adopted overseas - parents' or adoptive parents' details	
To support your claim to British nationality, please provide the following:	
The passport with which you entered Gibraltar and if the birth certificate you provide has not been issued by a British embassy, and high commission or consulate, also provide evidence as shown in the table below.	
Born before 1st January 1983	• Your father's birth certificate or naturalisation or registration certificates • His marriage certificate to your mother
Born on or after 1st January 1983	• One of your parent's birth certificate or naturalisation or registration certificates • If this is your father, his marriage certificate to your mother. *(This does not apply for those born on or after 1st July 2006)*
Born abroad but adopted in UK or Gibraltar before 1st January 1983	• The child's full adoption certificate. • Evidence of adoptive parent's claim to British nationality by providing their UK or Gibraltar birth or adoption, naturalisation or registration certificates. • If the adoption is a joint adoption we need evidence of the adoptive father's claim to British nationality. • Evidence of an adopter's habitual residence in Gibraltar (or both adopters in the case of joint adoption). Habitual residence is their normal home, the place where they have the strongest personal connections.

Table C

Change of name

Please provide at least one of the following for each change of name that has taken place

• Marriage or civil partnership certificate; • Enrolled deed poll; • Change of name deed;	• Certificate of naturalisation or registration; • Statutory declaration of affidavit; or • Birth certificate (upon re-registration).
If you are going back to your maiden name, we also need **all** of the following.	• Your birth certificate; • A decree absolute showing both names; • A marriage or civil partnership certificate showing both names; and • A signed statement saying that you now use your maiden name for all purposes.
If you are changing the spelling of your name slightly (for example, Mark to Marc), changing the order in which your forenames appear in your passport or dropping a forename, we also accept one of the following.	• A letter from a government department; • A driving licence; or • A bank statement.

Table D

Other information

We may need more information for the following

you want to have your title shown in your passport, or	you are changing the gender on your passport

Unable to sign: A person who fills in the form on behalf of the applicant because they cannot sign the declaration must provide a letter explaining the reason they have done so.

About grandparents: If your parents were born on or after 1st January 1983, you will also need to provide evidence of your grandparents' claim to British nationality by providing their birth certificate and, in the case of grandfathers, their marriage certificates if available. This does not apply if;

- Your parents British nationality is based on registration, naturalisation or from their immigration status; or
- You have provided the number of your parent's British passport in section 4 of the application form.

Photo guidance

Get it right

- You need to provide two identical photos - don't attach them to the form.
- You must have one photo certified if you are applying:
  - for a first British passport
  - to replace a lost, stolen or damaged passport

- to renew a passport if you cannot be recognised from the photograph in your current passport.
- For all other applications, you do not need to have your photo certified unless your appearance has significantly changed since your current passport was issued.

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 shoulder 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 the 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
- 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 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 against a white or plain light background
- be printed to a high quality, such as photos printed by a studio (photographs printed at home are unlikely to be of a high enough quality)
- be clear and in sharp focus
- be taken within the last month
- be in colour on plain white 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.

Passport photos: dos and don’ts



Once you've filled in your application

Passport fee

The passport fee depends on the type of application. We cannot usually refund the fee if your application is unsuccessful or withdrawn.

This is because we will already have carried out a lot of work in processing it.

For the latest information on passport fees call (350) 20051727

Other information

Protecting your personal information

Your identity and personal information are valuable. We protect your privacy and process your personal information in line with the Data Protection Act 2004, Your personal information will only be seen by those who have a legitimate reason for seeing it. We will check the information you give us with other government departments to help us check your identity. We may also pass the information you give us to UK law enforcement agencies, the Royal Gibraltar Police or other government departments involved in preventing fraud to help prevent or detect identity theft, fraud or other criminal activity

Service standards

Providing a high level of service to all our customers is very important to us.

We sometimes make mistakes, or circumstances beyond our control affect the standards of service. When this happens we will apologise and do everything we can to put things right. We welcome your feedback on any aspect of our service, including how we can improve in the future.

What can you expect from us -

- Our staff will be polite, helpful and professional.
- The details in your passport (including the chip) will be correct.
- We will give you a clear and helpful explanation if you are refused a British passport because of citizenship or other reasons.

Collecting passports

You can arrange to collect your passport from our office during normal opening hours from Monday to Friday. Bring with you the receipt issued by the cashier when the application was accepted and your current passport.

If you want someone to collect your passport for you, even if they have made the application for you, they will need to provide:

- Proof of their identity;
- A signed letter from you giving them permission to collect the passport. If the passport is for a child, both the child and the person who signed section 8 of the application form (if different to the person collecting the passport) must also sign the letter giving their permission; and
- The receipt issued by the cashier when the application was accepted.

Complaints about passports

1 Step one

If you have a complaint about how we handled your passport application, please contact us by phone, in writing or by email.

Phone: +(350) 20051727

Write to: Department of Immigration & Home Affairs
2nd Floor, Leanse Place
50 Town Range
Gibraltar

Email: passports.diha@gibraltar.gov.gi

When you write to or email us, please provide:

- full details of the problem;
- the name and date of birth of the person the passport was for;
- the date the application form was sent to us;
- the passport number, if you have one; and
- information so we can contact you (name, address, day and evening phone numbers, and an email address if you have one).

When we receive your complaint, we will investigate and let you know what went wrong and advise you what we are doing to put things right. We will write to you within 14 working days from receiving your complaint, either with a full reply or let you know what is happening if we have not finished our investigation.

2 Step two

If you have followed step one and are not satisfied with our response, or if you have a more general complaint (for example about a policy matter) that is not related to your specific application, please write to or email:

Director, Department of Immigration & Home Affairs
2nd Floor, Leanse Place
50 Town Range
Gibraltar
Email: diha@gibraltar.gov.gi

3 Step three

If you have followed steps one and two and are still not satisfied, you may refer the matter to the Chief Secretary at No 6 Convent Place, Gibraltar and ask him to either deal with the matter himself or to raise it with the Minister with responsibility for personal status.

4 Step four

If you are still not satisfied, you can ask the Ombudsman to investigate your case.

The Ombudsman's role is to investigate complaints by members of the public about the way government departments, and their executive agencies, have treated them.

Identity interviews

If you are 16 or over, or likely to become 16 before we can issue your passport, you may need to have an identity interview. The interview will help us to confirm your identity and that the passport application we have checked actually belongs to you.

This is an important part of our commitment to help reduce identity fraud. It will help us to spot and prevent other people using your identity and committing fraud in your name.

You should submit your application form in the normal way. If we require to interview you we will write to tell you how to make an appointment for an identity interview. This process will increase the time it takes for us to process your application.

What we will ask you at the interview

We will ask you to confirm basic information about yourself, including information that someone trying to steal your identity may not know. Our questions will be based on information you give in your application form and from our searches of public and private-sector databases. The questions we ask will not be the same at every interview.

When making an appointment, please let us know if you have any particular needs for your interview. For example, tell us if you:

- have a severe disability which you believe will prevent you from attending or taking part in an interview
- need a sign language interpreter (we will provide a qualified person)
- need a carer or parent to be present during the interview
- need wheelchair access, or
- need privacy because you do not want to uncover your face in public. (You will need to have your face uncovered during your interview.)

Changing your booking or missing your interview

If you cannot get to your interview, please tell us as soon as possible by phoning the number shown on your letter. If you miss a booked interview without giving us at least 24 hours' notice, we may withdraw your application. You will then have to apply again by filling in a new application form and sending it with new countersigned photographs

At the interview

The interview will usual take 30 minutes. However, some interviews may take longer. You do not need to bring any documents to the interview, but you should bring your appointment invitation or confirmation letter.

A relative, friend or representative may come with you to the interview office, but they will not be allowed to sit in on your interview (unless we agree this with you beforehand). If possible, do not bring children to the interview office.

Arriving for the interview

When you arrive at reception, we will check that you look like the photograph you included with your application. If we cannot identify you from the photograph you included with your application, we will not be able to interview you that day.

We will record the interview to help us make a fair decision and we may use the recording for training purposes. We will destroy the recording after we have issued your passport.