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STATION INSTRUCTION

SI #	323

Title	Travel to the UK – Electronic Travel Authorisation (ETA) Update

OPR #	962	Issue Date:	16/02/2026	Effective Date:	25/02/2026	Valid Until:	UFN

Written By:	Justine Everett, Immigration Manager	Approved By:	DS, MG, VG, FC, HM, AA, CCR. MU

GHM Amendments:

Section	Title	Details
1.1.5.3	International Flights to the UK	As below

Reason for Issue:

From Wednesday 25th February 2026 00.01 hours the UK Home Office will mandate the requirement for eligible customers to hold an Electronic Travel Authorisation (ETA) to travel to the UK. From this date customers who require an ETA who do not hold one must be advised to get one prior to travel or be denied boarding.

Details

What is an ETA?

The Electronic Travel Authorisation is a pre-approval to travel to the UK. Customers can apply for the ETA at https://www.gov.uk/eta/apply.

Who Needs an ETA?

Non-Visa nationals need an ETA. All ages must have an individual ETA, including infants.

Who Does Not Need an ETA? Customers who hold or have the following:-

British or Irish Passport holders
British National Overseas Passports (BNO)
British Overseas Territories Citizens Passport (BOTC)
Permission to live, work or study in the UK
EU Settled Status
Legal residents of Ireland
Seafarer (previously known as Seaman) document

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DCS System Responses
Carriers will receive a response in the DCS, this SI reflects VT100/eRes changes, Local DCS users may see slightly different responses in Local DCS but the categories remain the same:

Board, Valid Permission Found or Authority To Carry Granted
Ground Crew will only be shown a status that requires an action. If a permission is found, or not applicable the customer has a green status and therefore no action is required. Customer can be boarded.

No record of valid permission to travel
Ground Crew to conduct manual check to verify correct documents are held. Examples below of system response:-

```
1) TESTB/TESTA MR              0    D      K754R3C    0101 HK     0LGW    0
                                                  7A*
13:05 03NOV/BCNLGW 1940/2105: 8058()>C1/1
Passenger Name                : TESTB/TESTA MR
Passenger Boarding Status     : GB/CHECK
Authority Code Description     : NO RECORD OF VALID PERMISSION TO TRAVEL
Passenger Message Text        : CARRIER MAY CONDUCT MANUAL CHECK TO DETERMINE PERMISSION
Boarding Status Override (Y/N) : Y

01) Manual Document Checks
02) Residency Card
03) Diplomat
04) Seamans
05) Multiple Entry Schengen Visa
Please enter a reason code. Enter a selection : _
```

Resolving a "No Record of Valid Permission" response
- Check valid physical evidence
- If the customer holds a newly issued passport they may not have linked the new document to their UKVI account. Customer to use Update my Details section to self-resolve via the Home Office website. This must not impact gate closure.
- Ground Crew can contact the Carrier Support hub to verify customers permission +44 300 369 0610 or +44 204 619 6020, these numbers are NOT for customers use. This must not impact gate closure.

Authority to carry refused do not board
Do Not board, the customer has not been given permission to travel. Advise customer they are refused travel and comment booking.

```
1) CHRIS/ORANGE MR             89   D+     KCVNX1H    0102 HK     0LTN    0
                                                  17B
2) MORIS/RED MR                90   D+     KCVNX1H    0202 HK     0LTN    0
                                                  17C
10:11 22JAN/AMSLTN 2105/2125: 2522()>brd

BOARDING-CARD (36 more / 31 STS ):90

Passenger Name                : MORIS/RED MR
Passenger Boarding Status     : GB/NOBOARD
Authority Code Description     : AUTHORITY TO CARRY REFUSED. DO NOT BOARD.
Alternative Description       : Denied by UK authorities – Deny Boarding
Passenger Message Text        : DO NOT BOARD Refer to Carrier Standard Operatin
g Procedures for UK flights

Passenger Not Boarded
```

System time out
Ground Crew to re-capture passport information. If required Ground Crew can do this a maximum of two times, if the error persists Ground Crew are permitted to board the customer. Comment booking where this occurs.

```
1) TEST/JHON MR                91   D+     KCVNX1M    0101 HK     0LTN    0
                                                  22F
11:26 22JAN/AMSLTN 2105/2125: 2522()>brd

BOARDING-CARD (40 more / 31 STS ):91

Passenger Name                : TEST/JHON MR
Passenger Boarding Status     : GB/ERROR
Authority Code Description     : SYSTEM TIME OUT
Alternative Description       : Re-enter document details up to 2 times. If err
or persists override, board customer and comment booking
Passenger Message Text        : SYSTEM TIME OUT – REFER TO TIMEOUT PROCEDURE FO
R UK FLIGHTS
Enter (TD) to recapture API or (O) Boarding Status Override or (EX) to quit :
```
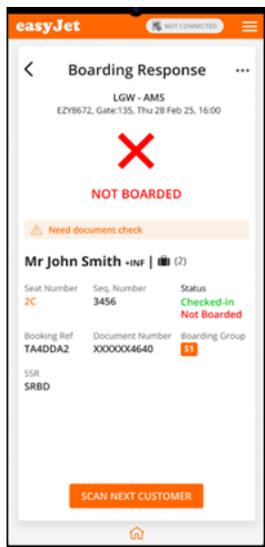

STATION INSTRUCTION

This SI makes a change to the published Ground Handling Manual (GHM). The SI folder (physical/electronic) must have this instruction placed in it until its effective end date. easyJet manager, GHP & other parties must ensure effective implementation of this SI at a local level. The accountable staff member at each airport must confirm to their easyJet Manager that the SI has been understood and embedded with all applicable Ground Crew. Local cascade may include some or all of the following:
- a signed read and brief, regular team briefing sessions to ensure Ground Crew understand SI content
- specific training and assurance of content comprehension by Ground Crew
- review of local audit checklists & training material to include any changes

For Ground Crew App Airports

You will still receive the same alters as you do today, so you will continue to follow the same process for clearing a document check.

During boarding you will get the below response.

Once you have cleared the check you will then be able to board the customer.

With the GCA you don't have to wait for boarding to commence, you can clear this alert proactively by calling the customer forward.

PLEASE NOTE – if the document check has been completed prior to the customer boarding the alert will not appear.