LFI: Checking Validity Dates of Travel Documents

Dear all,

Recently we had a case where a customer and their baggage were checked-in with expired passport to UK. Fortunately, this was spotted by the gate agent while boarding and the customer was denied boarding and their luggage was offloaded and, eventually, potential INAD case because of our mistake was avoided. However, still, this caused a lot of inconvenience as to our customer so to our operations.

We would like to use this opportunity to remind everyone of the following:

Always check validity dates of passports, ID cards, and visas properly.
Make sure the Valid From is not the day after intended travel date.
Make sure the Valid Until / Expiry Date is not the day before intended travel date. Most passports must be valid for the entire duration of the stay or even 3 to 6 months after travel date for some specific destinations.
It is our responsibility to always pay attention to Valid From and Valid Until / Expiry Date of any type of travel document when accepting a customer.
If in doubt about anything, always ask.

Thank you!