



Home Office

Customer queries about foreign travel

Version 3.0

This guidance is for His Majesty's Passport Office staff and explains what to tell customers who ask about visas or requirements for foreign travel

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About this guidance

This guidance tells His Majesty's Passport Office staff what to tell customers who ask about visas or requirements for foreign travel.

Contacts

If you have any questions about the guidance and your line manager or senior caseworker cannot help you or you think that the guidance has factual errors, email the Guidance team.

If you notice any formatting errors in this guidance (broken links, spelling mistakes and so on) or have any comments about the layout or navigability of the guidance then you can email the Guidance team.

Publication

Below is information on when this version of the guidance was published:

- version **3.0**
- published for Home Office staff on **29 September 2022**

Changes from last version of this guidance

This guidance has been updated to reflect the change in our sovereign from Her Majesty Queen Elizabeth II to His Majesty King Charles III.

Related content

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Customer queries about foreign travel

This page tells His Majesty's Passport Office staff what to tell customers who ask about visas or requirements for foreign travel.

The entry requirements for foreign countries or territories are set by the country or territory and can change at any time.

HM Passport Office must not give customers travel advice about the requirements for foreign travel.

If a customer asks for foreign travel advice, you must tell them to:

- contact the [Embassy or High Commission](#) of the country they plan to visit
- contact a travel agent
- check the [travel advice](#) provided by the Foreign, Commonwealth and Development Office (FCDO)

Related content

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