

Mr R. Hooton, Migration and Borders Group

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Your Ref: **TRO/0143096/21**

Dear Mr Hooton,

**Proving residence status at foreign airports**

Thank you for your [reply](#) of 15 April to our query about the difficulties some passengers have had from airlines demanding proof of digital status. We appreciate the efforts that are being made to communicate to carriers that proof of settled or pre-settled status is not required in order to be eligible for travelling to the UK.

However, when [travelling from a red list country](#), you can travel to the UK only if you are a British or Irish National, or you have residence rights in the UK. We continue to receive reports of people struggling to convince airline staff that they have (pre-) settled status, and of people denied boarding because they could not. We do appreciate that the COVID-19 pandemic was an entirely unforeseen event, which happened before the planned roll-out of systems to require airline carriers to check EU citizens' (pre-) settled status. However we would welcome guidance as to how people should evidence their residence in these cases, without an internationally recognised physical immigration document.

How should EU citizens prove their residence rights in the UK when travelling from a red list country, to distinguish themselves from an EU citizen who does not have residence rights and who is not entitled to travel to the UK?

Kind regards,

Monique Hawkins  
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