

Government of Jersey
Union Street | St Helier | Jersey | JE2 3DN

Deputy Catherine Curtis
Chair
Children, Education and Home Affairs Scrutiny Panel

By email only

17 April 2026

Dear Deputy Curtis,

Introduction of Electronic Travel Authorisations

Thank you for your letter dated 14 April 2026 regarding the introduction of Electronic Travel Authorisations. I acknowledge your concerns and I am pleased to provide clarification to the matters raised in your letter. We note that this response will be published.

By way of background, Jersey, along with the other Crown Dependencies ('CDs'), has yet to transition to digital immigration permissions and therefore those with immigration permissions issued in Jersey, Guernsey and the Isle of Man are reliant on documentary evidence. It is anticipated that digital permissions will become available for us towards the end of the year. Until this time, the use of status letters, vignettes (ending July), and wet-ink stamps endorsed in the holder's passport will continue and is valid.

We are aware that this is causing issues for passengers returning to the Common Travel Area with CD granted permissions, as a consequence of carriers and handling agents being unfamiliar with the documentation issued by the CDs. This has been triggered and compounded by the introduction and enforcement of Electronic Travel Authorisations ('ETA') into the UK in late February.

1. What preparatory measures were put in place to prevent such issues from arising before the changes in April 2026?

Engagement with the UK on the introduction of ETAs has taken place for approximately 3 years and has included awareness, training and engagement on the acceptability of documents issued in the Crown Dependencies:

- The UK Home Office has issued, and re-issued international carrier communications, updated 'Timatic', which is used by carriers worldwide to check document requirements and holds all the relevant information for the Crown Dependencies;
- Engagement with carriers both before and after the introduction of UK ETAs;
- Updated information provided to the Home Office Carrier Engagement Team.

As a result of this engagement, carriers had and continue to have access to relevant information needed in order to board Jersey passengers.

2. What action will the Department take should similar incidents arise in the future?

There is ongoing intervention by JCIS and the Home Office where specific issues with handling agents or carriers are identified.

The Crown Dependencies are currently working at pace to digitalise immigration permissions which will become available in phases between June 2026 and early 2027. Further integration of Crown Dependency systems with those of the UK, which has been underway for several years, is expected to also make improvements to digital messaging to carriers.

Until this time, the use of status letters, vignettes, and wet-ink stamps endorsed in the holder's passport will continue.

3. Will the Government offer any financial compensation to individuals who are adversely affected?

Our advice is that financial compensation for wrongful denied boarding should be pursued via the respective airline. [Denied boarding | UK Civil Aviation Authority](#)

Please let me know if you require any additional information or clarification.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'M. R. Le Hegarat', written in a cursive style.

Deputy Mary Le Hegarat
Minister for Justice and Home Affairs