Department for Transport

Civil Aviation Authority

# Provision of Public Health Information and Related Duties Guidance

## Contents

# 1  Introduction

The UK government and devolved administrations (Northern Ireland, Scotland and Wales) have made regulations on the provision of public health information to passengers flying into the UK from a country outside the Common Travel Area[1] (CTA). The requirement to ensure that passengers are provided with specified information (including information on the requirements for travellers to self-isolate and to complete the Passenger Locator Form) came into force on 8 June in England, Northern Ireland and Scotland, and on 15 June in Wales. The requirement is set out in the Passenger Information Regulations[2] ("the Regulations").

The Regulations have now been in force for over six weeks and, during this time, "Travel Corridors" have been introduced, exempting arrivals travelling from certain countries from the requirement to self-isolate. Data from UK Border Force shows that passenger compliance with completing the Passenger Locator Form remains inconsistent, with airports reporting some flights where less than half the passengers who were checked had completed the forms. In addition, Border Force officers have reported some confusion amongst passengers with many presenting paper locator forms from other countries.

It is already a legal requirement for operators to ensure that passengers are provided with the latest public health and related duties information. A fixed penalty notice of £4,000 can be issued to any operator who the authorised person reasonably believes has committed an offence under the Regulations. The CAA are the authorised person under the Regulations.

The DfT and CAA consider it necessary to do more to ensure that airlines and tour operators are complying with the Regulations and informing passengers about the requirement to complete the locator form. The current levels of passenger non-compliance are not only undermining the UK government response to the pandemic but, on a practical level, are putting pressure on UK Border officers (who have received verbal abuse when asking passengers to complete the forms), airport resources and passengers' ability to socially distance at the UK Border. In addition to the direct communications to travellers from airlines and tour operators as per the Regulations, Government is also exploring other avenues to increase traveller awareness of the Passenger Locator Form, including a paid media campaign and review of the Passenger Locator Form.

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[1] Common Travel Area of England, Wales, Scotland, Northern Island, Isle of Man, Channel Islands and Republic of Ireland

[2] England: Health Protection (Coronavirus, Public Health Information for Passengers Travelling to England) Regulations 2020
Wales: The Health Protection (Coronavirus, Public Health Information for Persons Travelling to Wales etc.) Regulations 2020
Scotland: The Health Protection (Coronavirus, Public Health Information for Passengers Travelling to Scotland) Regulations 2020
Northern Ireland: The Health Protection (Coronavirus, Public Health Advice for Persons Travelling to Northern Ireland) Regulations (Northern Ireland) 2020

This guidance has been drafted by DfT and CAA. The aim of this guidance is to assist operators in their compliance with the information requirement of the Regulations. It also sets out recommended steps that operators can take, over and above their legal obligations under the Regulations, and recommended steps for airports to assist in improving passenger compliance in completing the online UK Passenger Locator Form. This guidance is set out as follows:

- **Section 2** – Regulation guidance
- **Section 3** – Recommended information to provide beyond Regulations
- **Annex A**– Traveller communications flow

Additional guidance on how to meet the requirements for arrivals in England can be found in the Department for Transport's Coronavirus (COVID-19): requirements to provide public health information to passengers.

# 2   Required information as per Regulations

This section provides airlines and tour operators with additional guidance to comply with the provision of latest public health information and related duties Regulations. The information **must** be provided at the following three stages:
1. At the booking stage;
2. At check-in;
3. On-board.

## 2.1   Booking stage

During the booking process, information **must** be provided either orally or in writing before the booking is made.

### 2.1.1   Phone and in person bookings

Operators **must** advise passengers to visit and read the information provided on the government's "Entering the UK" website at www.gov.uk/uk-border-control and ask travellers to confirm they have the information and advise them to read it before they travel.

Operators are responsible for ensuring that passengers who book or check in via a third party are provided with the information. They must show that they took reasonable steps to ensure that the third party would provide the information.

It is recommended that travel agents and ticket offices display posters and leaflets from the online government resource website. This includes travel agents and ticket offices in the UK who are selling holidays and flights returning to the UK.

### 2.1.2   Online bookings

A link to the government's "Entering the UK" website www.gov.uk/uk-border-control **must** be embedded in operators' websites during the booking process so it is visible to passengers before they book. Operators **must** also advise passengers to read the latest public health advice, by setting out text to that effect with the link. The exact text used is at the operator's discretion, but we recommend that it refers explicitly to the online Passenger Locator Form which all passengers travelling to UK from outside the CTA must complete.

We suggest the following wording:
"*All passengers arriving into the UK (excluding arrivals travelling from the Republic of Ireland, Isle of Man and Channel Islands) are required to complete an online UK Passenger Locator Form before entering the UK, and may be required to self-isolate for 14 days - please visit www.gov.uk.uk-border-control for information on UK public health requirements and the link to the form*".

Information should be displayed prominently during the booking process. It is recommended that if a link to another web page is used the link is clearly stated as

highly important information that all passengers should read. For example: "*Important information on UK border and public health requirements for all arriving passengers*".

For maximum visibility, the www.gov.uk/uk-border-control link and wording above should be included in at least one of the following locations:
- ✓ A prominent static banner or information box which is present at all stages of the booking process.
- ✓ A pop-up box which is shown when a UK arriving flight has been selected.
- ✓ A tick box for passengers to confirm they have read the information. In order for this message not to be lost with other instructions it is recommended that this should not be connected to other tick boxes which include items such as terms and conditions or information about dangerous goods.

The information should **not**:
- ✗ Be more than one click away from the booking process.
- ✗ Hidden in small print.
- ✗ Incorporated with other areas such as terms and conditions, dangerous goods, FCO advice and visa notices.
- ✗ Have an ambiguous title.

## 2.2  Check in

The information **must** be provided either orally or in writing at the time of check-in.

### 2.2.1  Airport check in
Where passengers use a manned check in desk facility at the airport:
- Passengers **must** be advised to visit the government's "Entering the UK" website at www.gov.uk/uk-border-control and asked to confirm that they have read the information.
- If operators are not providing information to passengers orally, it **must** be provided in writing at airport check in kiosks. Where provided in writing, posters, leaflets and/or signage from the Government resources **must** be shown at desks to advertise the UK public health requirements and related duties.
- Passengers should be asked to show confirmation they have completed the online Passenger Locator Form.
- Where passengers cannot show confirmation that they have completed the Passenger Locator Form, it is recommended that they are handed a leaflet providing the information and told they must complete the form before they arrive at the UK Border. Government resources should be used.

### 2.2.2  Digital check in
A link to the Government's "Entering the UK" website at www.gov.uk/uk-border-control **must** be embedded into the digital check in pages or included within an email

confirmation. Transport operators **must** provide text alongside the link, informing travellers that they should read the latest public health advice.
It is recommended that the link should be clearly titled as highly important information that all passengers should read. For example: "*Important information on UK border and public health requirements for all arriving passengers*".

The information should be displayed prominently during the digital check in pages. We recommend that it is displayed in the following places:
- ✓ A prominent static banner which is present at all stages of the digital check in process.
- ✓ A pop-up box is shown during the digital check in process.
- ✓ A tick box during the digital check in process. In order for this message not to be lost with other instructions it is recommended that this should not be connected to other tick boxes which include items such as terms and conditions or information about dangerous goods.

In addition, it is recommended that the information is:
- ✓ Printed on electronic and paper boarding passes.
- ✓ Included in a check in confirmation email, SMS and app notifications.

The information should **not**:
- ✗ Be more than one click away from the digital check in process.
- ✗ Hidden in the small print.
- ✗ Incorporated with other areas such as terms and conditions, dangerous goods, FCO and visa notices.
- ✗ Have an ambiguous title.

Operator **must** provide information alongside the link (https://www.gov.uk/uk-border-control) informing passengers to read the latest public health advice. The exact text used it at the operator's discretion, but we recommend that it refers explicitly to the online Passenger Locator Form which all passengers travelling to UK from outside the CTA must complete. We suggest the following wording:
"*Please complete your online UK Passenger Locator Form now for your flight to [insert UK airport]* – https://www.gov.uk/provide-journey-contact-details-before-travel-uk.

*All passengers arriving into the UK (except from Republic of Ireland, Isle of Man and Channel Islands) are required to complete an online UK Passenger Locator Form and you may be required to self-isolate for 14 days - please visit www.gov.uk.uk-border-control for information on UK public health requirements and to complete the online UK Passenger Locator Form*".

## 2.3  On Inbound flight

The following announcement **must** be made orally (or in writing for flights arriving in Wales) onboard all flights arriving into the UK prior to disembarkation. The

announcement should be made in English and a recognised language of the departure country.

----------------------------------**MESSAGE STARTS**------------------------------------

The following is a public health message on behalf of the UK's public health agencies.

The symptoms of coronavirus are a new continuous cough, a high temperature or a loss of, or change in, normal sense of taste or smell. If you experience any of these symptoms, however mild, you are advised to make yourself known to the crew.

Simple measures you can take to help protect yourself and family are:

1. wash your hands

2. avoid touching your face with your hands

3. catch coughs and sneezes in a tissue and dispose of it immediately

Before entering the UK, you must complete a contact locator form online. You must also self-isolate for the first 14 days after you arrive, unless you are in an exempt category. To view the exemptions list, visit gov.uk."

-------------------------------------**MESSAGE ENDS**---------------------------------------------

For flights arriving into Wales the announcement should also be provided orally or in writing in Welsh.

----------------------------------**MESSAGE STARTS**------------------------------------

"Dyma neges iechyd y cyhoedd ar ran asiantaethau iechyd y cyhoedd y DU. Symptomau'r coronafeirws yw peswch cyson newydd, tymheredd uchel neu golli eich synnwyr blasu neu arogli arferol, neu newid yn eich synnwyr blasu neu arogli. Os ydych yn profi unrhyw un o'r symptomau hyn, waeth pa mor ysgafn ydynt, fe'ch cynghorir chi i wneud eich hunan yn hysbys i'r criw.

Camau syml y gallwch eu cymryd i helpu i'ch diogelu chi eich hun a'ch teulu yw:

1. Golchi eich dwylo.

2. Osgoi cyffwrdd â'ch wyneb â'ch dwylo.

3. Dal peswch a thisian mewn hances bapur a'i gwaredu ar unwaith.

Cyn cael mynediad i'r Deyrnas Unedig, rhaid i chi lenwi ffurflen lleoli cyswllt ar lein. Rhaid i chi hefyd hunanynysu am y 14 o ddiwrnodau ar ôl i chi gyrraedd, oni bai eich bod mewn category esempt. Ewch i gov.uk i weld y rhestr esemptiadau."

-------------------------------------**MESSAGE ENDS**---------------------------------------------

# 3    Recommended information to be provided beyond Regulations

This section provides airlines, tour operators and airports with additional guidance with prominent, clear communications directing those travelling to the UK to the latest UK health information and related duties, including the Passenger Locator Form. DfT and CAA strongly encourages airlines, tour operators and airports to use the following communication tools.

## 3.1    Outside travellers' journey

Operators are not legally required to provide information to passengers outside of the passenger journey (comprised of the booking, check-in and on-board stages), however the DfT and CAA strongly encourages airlines, tour operators and airports to provide the following information on the below platforms.

### 3.1.1    Social Media
Airlines, tour operators and airports should utilise all social media platforms to increase travellers' awareness of key information when travelling to the UK, including the requirement to complete the Passenger Locator Form. Government coronavirus social media assets can be used.

### 3.1.2    Website
Airlines, tour operators and airports should have a static banner in a prominent position on their website home page, advising travellers of important information they should read to understand latest UK public health advice and travel restrictions. Links to www.gov.uk/uk-border-control should be embedded, directing travellers to the information.

### 3.1.3    Email Advertising
Operators should inform travellers that travel restrictions apply. You may wish to refer to the International Travel Checklist graphic for five key steps that those travelling abroad are advised to follow. This should be prominently placed within emails that are sent to travellers outside the passenger journey (i.e. promoting sales, holidays, key travel information updates) to allow travellers to make informed decisions and comply with travel restrictions.

## 3.2    Before outbound flight

### 3.2.1    UK airport check-in and bag drop
Where passengers use a manned check in desk or bag drop facility at the UK airport the following procedures should take place:
- ✓ Passengers should be asked if they are returning to the UK.
- ✓ If passenger are returning to the UK, passengers should be told to visit the government's "Entering the UK" website at www.gov.uk/uk-border-control

before returning for the latest UK public health advice and requirements, noting advice may change while they are away.

✓ Passengers should be advised that they have to complete the UK Passenger Locator Form online before they return to the UK.

✓ Where passengers have confirmed that they are returning to the UL, it is recommended that they are handed a leaflet providing the information and told they must complete the form before they arrive at the UK Border. Government resources should be used.

✓ Posters, leaflets and/or signage from the Government resources should be shown in prominent positions at desks.

✓ At automatic bag drop and UK airport check in kiosks, Government resources should be placed in prominent positions to advertise the UK public health requirements.

### 3.2.2  UK Departures

UK airports should prominently display Government coronavirus resources (posters, digital screens, leaflets) throughout departures advising passengers of their requirements if returning to the UK.

Airports should use tannoy announcements to remind passengers if they are returning to the UK, they will have to complete an online UK Passenger Locator Form, may have to self-isolate depending on where they have travelled and to check the latest UK public health advice before returning. We suggest the following wording:

"*Passengers travelling abroad are reminded to check FCO travel advice to stay up to date on the latest developments for your destination, even if you are returning to a place you've visited before. For those returning to the UK, all passengers, including those visiting countries exempt from self-isolation requirements, are reminded to complete the government's passenger locator form before entering the UK."*

### 3.2.3  Boarding the outbound aircraft

We recommend that during the outbound boarding process operators adopt the following procedures:

✓ Tannoy announcements should be conducted at the UK departure gate advising passengers to review the UK public health information at www.gov.uk/uk-border-control and complete their UK Passenger Locator Form online before they return to the UK;

✓ Passengers should be asked if they are returning to the UK when boarding pass and passport is shown.

✓ If passenger are returning to the UK, passengers should be told to visit the government's "Entering the UK" website at www.gov.uk/uk-border-control before returning for the latest UK public health advice and requirements, noting advice may change while they are away.

✓ Passengers should be advised that they have to complete the UK Passenger Locator Form online before they return to the UK.

✓ Posters, leaflets and/or signage from the [government resources](#) should be shown at desks. Passengers should be offered to take a [Government coronavirus information leaflet](#) with further details.

## 3.3  On outbound flight

We recommend airlines make the [government coronavirus information leaflet](#) readily available for passengers on outbound flights, which advises passengers of requirements if they return to the UK.

## 3.4  Before inbound flight

### 3.4.1  Emails, SMS and app notifications

In addition to the oral or written information provided to passengers which is required as part of the [Regulations](#), it is recommended operators also send passengers an email, SMS and/or app notification no more than 48 hours before departure to inform them that they should complete the online UK Passenger Locator Form (with a direct link) and remind them to check the latest public health advice which be found at [www.gov.uk/uk-border-control](#). This notification should refer to the passenger's flight booking in order to reduce confusion relating to other documentation required by other countries. We suggest the following wording:

*Please complete your online UK Passenger Locator Form now for your flight to [insert UK airport]* – [https://www.gov.uk/provide-journey-contact-details-before-travel-uk](#).

*All passengers arriving into the United Kingdom (Republic of Ireland, Isle of Man and Channel Islands) are required to complete an online UK Passenger Locator Form and you may be required to self-isolate for 14 days - please visit [www.gov.uk.uk-border-control](#) to complete the online UK Passenger Locator Form in advance of travel and for additional information on UK public health requirements."*

### 3.4.2  Boarding the inbound aircraft

In addition to measures taken at check-in as part of the [Regulations](#), we recommend that during the boarding process operators adopt the following procedures:

✓ Tannoy announcements should be conducted at the departure gate advising passengers to review the UK public health information at [www.gov.uk/uk-border-control](#) and complete their UK Passenger Locator Form;

✓ Ask passengers if they have reviewed UK public health information at [www.gov.uk/uk-border-control;](#)

✓ Passengers should be asked to show confirmation they have completed the online UK Passenger Locator Form;

✓ Where passengers cannot show confirmation that they have completed the UK Passenger Locator Form, they should be reminded that they should do so as soon as possible and that they may be asked to provided evidence when they reach UK Border control. It is recommended that they are handed a

leaflet providing the information and told they must complete the form before they arrive at the UK Border. Government resources should be used;

✓ Posters and/or signage from the government resources should be shown at desks.

## 3.5  UK Arrival Airport

UK airports should prominently display government resource posters and have leaflet stands in arrival gates and corridors to remind passengers that all passengers arriving from outside the CTA are required to complete the Passenger Locator Form. In addition, airports who have passenger assistance and queue combing staff located in the border control area should be informed of the requirement and should proactively ask passengers if they have completed the online Passenger Locator Form before they join the queue for the UK Border.

Airports who use login pages for their WIFI should include a link to the online passenger locator form on their landing page in order to make the process as simple as possible for passengers.

## Annex A          Traveller Communication Flow

# Traveller Flow – Target Health Communications

**Social Media**

Informing passengers that travel requirements apply, including passenger locator form and five-point international travel checklist.

**Email advertising**

Informing passengers that travel requirements apply and five-point international travel checklist.

**Booking**

For online bookings, a link to www.gov.uk/uk-border-control **must** be embedded on transport operators' websites in a **prominent** position, so that it is visible prior to completion of the booking.

Prominent position can include:
- **Prominent static banner** which is present at all stages of the booking process;
- **Pop-up box** which is shown when a UK arriving flight has been selected;
- A **tick box** for passengers to confirm they have read the information. This tick box should not be connected to other tick boxes which include items such as terms and conditions or information about dangerous goods.

**UK Check-In for outbound flight and Bag drop-off**

Airports **should prominently display** government coronavirus posters/digital screens/leaflets advising passengers of their requirements if returning to the UK.

Airlines should inform passengers at airport check-in, if they are returning to the UK there are border requirements including the requirement to complete a Passenger Locator Form. **Government coronavirus posters/digital screens/leaflets** should be displayed prominently on or beside kiosk.

**Outbound flight**

Airlines **should make** government coronavirus leaflet **readily available to passengers on-board,** which informs them of the requirements if returning to the UK.

**Check-In**

For digital check-in, a link to www.gov.uk/uk-border-control **must** be embedded into the digital check-in pages or included within an email confirmation.

Where provided orally, operators **must** advise travellers to visit the government border control website, www.gov.uk/uk-border-control and ask travellers to confirm that they have read the information and if not advise them to read it before travel.

Where provided in writing, government coronavirus resources **must** be used. Resource materials should be displayed on or adjacent to the kiosk or check-in desk where check-in takes place.

**Inbound flight**

Airlines **must** inform passengers of the latest health advice and related duties on-board the aircraft via on-board announcement.

**Website**

Static banner in prominent position on website home page stating highly important information that all travellers should read.

**Telephone and in person bookings**

For telephone and in person bookings, operators **must** advisor travellers to visit the government "Entering the UK" website, www.gov.uk/uk-border-control and ask travellers to confirm they have the information and advise them to read it before travel.

Operators should also specifically inform travellers that they will be required to fill in a Passenger Locator Form to enter the UK, and to find details on www.gov.uk/uk-border-control.

It is recommended travel agents and ticket offices display posters and leaflets from the online government resource website.

**UK Departures**

Airports **should prominently display** government coronavirus posters/digital screens/leaflets advising passengers of their requirements if returning to the UK.

Airports **should use tannoy announcements** advising passengers of their requirements if returning to the UK.

Airlines **should remind passengers at the departures gate** if returning to the UK they need to complete a Passenger Locator Form before returning to the UK. Airlines could distribute the **government coronavirus information leaflet** to passengers at the departure gate.

**Notification before flight to UK**

Airlines to send passengers with flights to UK a notification (email, SMS, app push notification) no more than 48 hours before flight, reminding of requirement to complete the UK Passenger Locator Form and direct link to UK form.

**Departures**

Airlines **should use tannoy announcements at departure gate** advising passengers of their requirements on entering the UK.

Airlines **should remind passengers at the departures gate** they need to complete a Passenger Locator Form before entering the UK. Airlines could distribute the **government coronavirus information leaflet** to passengers at the departure gate.

**Arrival into the UK**

Airports **should prominently display** government coronavirus posters/digital screens/leaflets advising passengers of their requirement for entering the UK.

Airports **should use Airport Ambassadors** to remind and check if passengers have completed their Passenger Locator Form.

Airports should consider queue management to filter those who have not completed the passenger locator form and direct them to a designated queue for Border Force support.

**Key:** ● Airlines and/or Tour Operators    ● Airports