

# Embassy of Ireland, London - Passport Services

## Important Notice to Customers: (Last updated on 14 June 2010)

Due to previous industrial action in the Passport Service in Ireland and a significant seasonal increase in the number of passport applications received in the London Passport Office, the Embassy wishes to advise customers as follows:

- 1 It is not currently possible to guarantee the turnaround time for the issuing of passports. Passports will now be processed on a first come, first served basis regardless of whether they are submitted by post or handed in at the public counter. The current turnaround time for applications submitted to the Embassy is approximately 7-8 weeks.
- 2 Customers are advised to check the expiry date of their passports before making any overseas travel plans. If a passport has already expired or will expire before the completion date of their planned journey, they should submit an application immediately. We strongly advise customers not to make bookings until they are in possession of a valid passport that will cover the full period of their journey.
- 3 Customers should note also that some countries require visitors to have a minimum validity period remaining on their passport. You should check with your travel agent or the Embassy of the country you are visiting to establish if such a condition applies.
- 4 The Passport Office (106 Brompton Road, London SW3 1JJ) will remain open between 09:30 and 16:30. It will not be possible to fast-track applications, however, other than in cases of genuine family emergency. In such cases it will be necessary for customers to prove that travel is necessitated by the death, illness or welfare of a family member and that travel is not possible without a passport.
- 5 Please note that Telephone contact with the Passport Office (020 7225 7700) will only be available between 09:30 and 12:00 on weekdays. Information on passport services is available at all times on the Embassy's website [www.embassyofireland.co.uk](http://www.embassyofireland.co.uk).
- 6 All passports will be returned by post. It will not be possible to collect passports at the Passport Office.
- 7 Please provide a stamped, self-addressed (and preferably registered) envelope with your application.
- 8 Please ensure also that applications are completed correctly and are accompanied by the required documents and fees. Cash or debit cards cannot be accepted at the counter. Cheques and Postal Orders (in £ Sterling) should be made payable to "Embassy of Ireland" for the required amount.
- 9 Incorrect or incomplete applications will be returned, as will applications that do not include the correct fees.
- 10 The requirement that applicants submit their existing passport with their application for a new passport has been temporarily suspended in cases where the current passport has not yet fully expired. In such cases, customers should include a photocopy of the "personal details" pages of the current passport with their application for a new passport.
- 11 Customers are advised to note the 11 digit barcode number on the application form prior to submitting the application. This will allow you to track the progress of your application online at [www.passport.ie](http://www.passport.ie)

The Embassy of Ireland regrets any inconvenience caused. We hope that by introducing these measures we will be able to process applications as efficiently as possible.

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