

Press release European Consumer Centre Luxembourg

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Planning to travel to the UK? Beware of new procedures

Starting from today, April 2, 2025, European travellers wishing to visit the United Kingdom must obtain an Electronic Travel Authorisation (ETA) before crossing the UK border. The process to obtain the ETA is simple, entirely paperless, and can be completed directly [on the official UK government's website](#). The current application fee is £10, but this will increase to £16 starting April 9, 2025.

Avoid Unofficial Websites

When searching for “ETA application” on search engines, you may come across unofficial commercial websites at the top of the results. These websites often offer to process your application for additional fees, well above the official rate. Although this process may not be fraudulent, it lacks transparency for consumers. In the best-case scenario, you will receive your ETA, but at a much higher price than the official authorities charge. So always be on your guard when searching online, and always opt for official channels.

Consequences of Non-compliance

Without a valid ETA, you will be denied entry to the UK. Airlines may also refuse boarding to travellers who are unable to present this authorisation. Please note that this denial of boarding will be considered as justified, meaning that consumers will not be entitled to any refunds or compensation. To avoid any inconvenience, it is crucial to complete this process well before departure.

What about British travellers?

Currently, no action is required for British citizens wishing to travel to Europe. However, the process for the [ETIAS travel authorisation](#) is underway to establish a system of reciprocity by the last quarter of 2026. It will then become a condition of entry for VISA-exempt nationals.

For more information or any questions regarding cross-border purchases, consumers can contact the European Consumer Centre Luxembourg.

About us – www.cecluxembourg.lu

The European Consumer Centre GIE Luxembourg (ECC Luxembourg) is part of a network of 29 European Consumer Centres in the European Union, as well as in Iceland and Norway. The ECC-Net also cooperates with the International Consumer Centre in the UK. We inform consumers about European consumer law and assist them in the settlement of cross-border consumer matters.

The ECC Luxembourg is financially supported by the European Commission, Luxembourg's Government and the ULC. Our services are free of charge.



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