Michelle Fernandes

ETIAS Traveller and Carrier Support Operator | ETIAS Central Unit Frontex, European Border and Coast Guard Agency

THE RULES FOR TRAVELLING TO EUROPE ARE CHANGING

JAÉN
8th SUMMIT OF
TRAVEL AGENCIES
ASSOCIATIONS

5-7 November 2025

Andalucía

FRONTEX | ETIAS

NEW EUROPEAN SYSTEMS: EES AND ETIAS

Two new border management initiatives that will affect travel to Europe
Both systems aim to facilitate legitimate travel to the EU in a secure and safe way

Entry Exit System

Registers non-EU travellers entering the 29 Schengen countries for a short stay

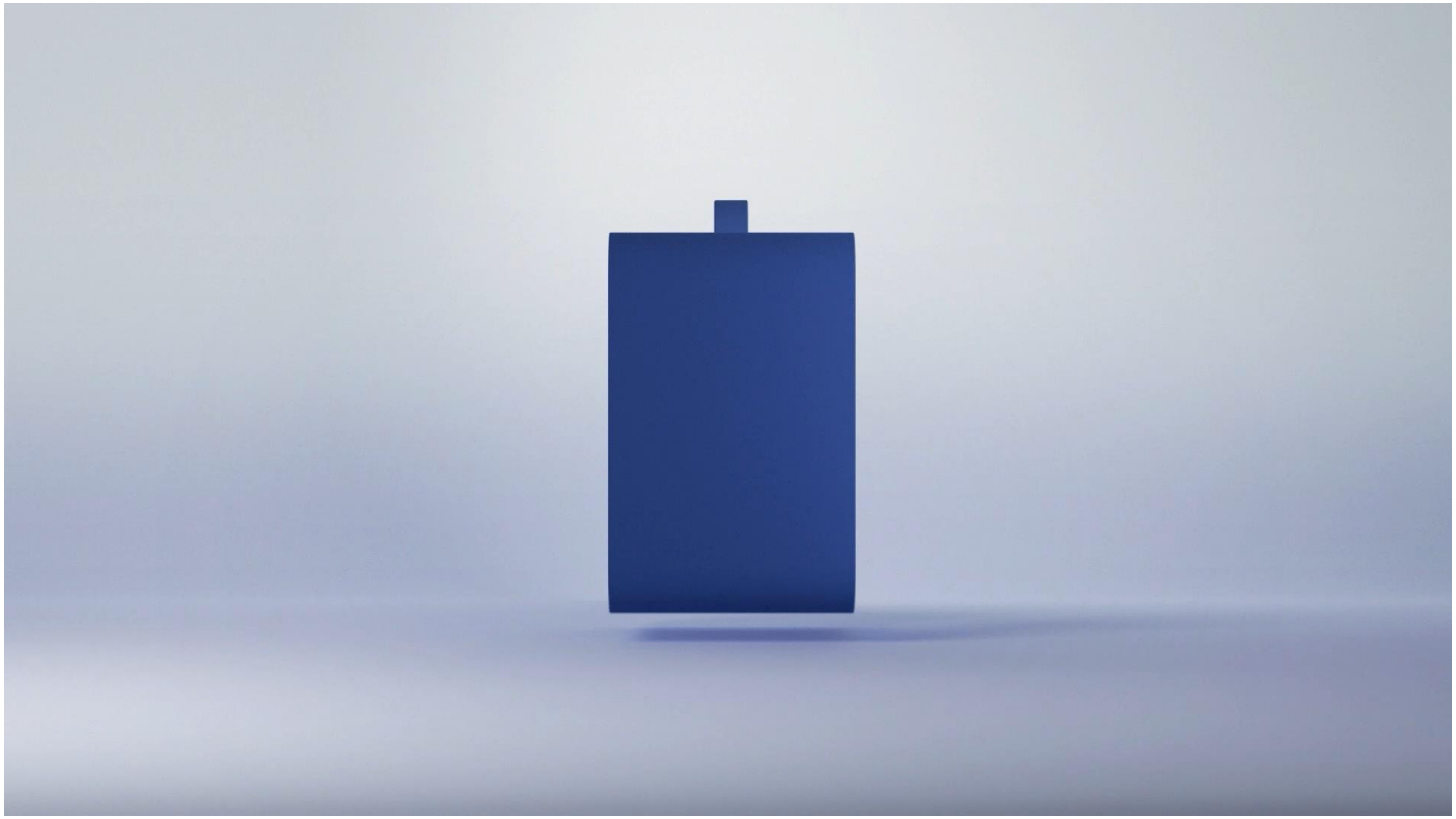
- Started on **12 October 2025**
- **Replaces** physical stamping of passport
- Travellers' **biometrics** registered and verified

ETIAS
European Travel Information and Authorisation System

New travel authorisation for visa-free travellers to enter the 29 Schengen countries and Cyprus for a short stay

- Starts in **the last quarter of 2026**
- **EUR 20 fee** (age: 18-70)
- Valid for **3 years** or until the passport expires

ETIAS IN A NUTSHELL



ETIAS: NEW EUROPEAN TRAVEL REQUIREMENT

ETIAS: THE NEW EUROPEAN TRAVEL AUTHORISATION

For visa-free travellers to enter **30 European countries** for a **short stay**

- Starts in the last quarter of 2026
- Apply online at **europa.eu/etias**
- Valid for up to 3 years for multiple entries
- For short stays of up to 90 days in any 180-day period
- Similar travel authorisations in the US, Canada, Australia and the UK

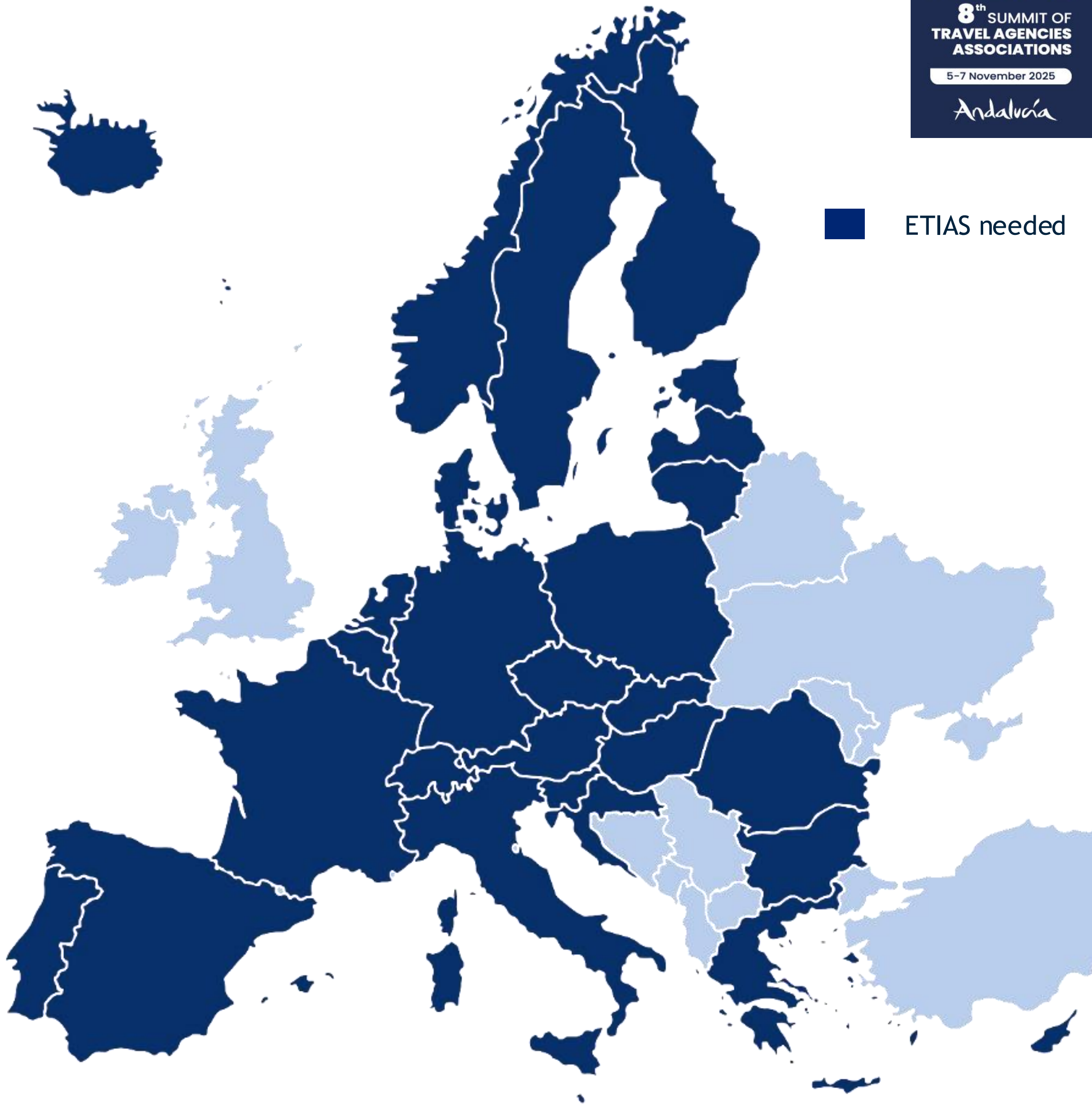
PASSPORT HOLDERS OF BELOW COUNTRIES AND TERRITORIES WILL NEED AN ETIAS

- Albania
- Antigua and Barbuda
- Argentina
- Australia
- Bahamas
- Barbados
- Bosnia and Herzegovina
- Brazil
- Brunei
- Canada
- Chile
- Colombia
- Costa Rica
- Dominica
- El Salvador
- Georgia
- Grenada
- Guatemala
- Honduras
- Hong Kong
- Israel
- Japan
- Kiribati
- Kosovo*
- Macao
- Malaysia
- Marshall Islands
- Mauritius
- Mexico
- Micronesia
- Moldova
- Montenegro
- New Zealand
- Nicaragua
- North Macedonia
- Palau
- Panama
- Paraguay
- Peru
- Saint Kitts and Nevis
- Saint Lucia
- Saint Vincent and the Grenadines
- Samoa
- Serbia
- Seychelles
- Singapore
- Solomon Islands
- South Korea
- Taiwan
- Timor-Leste
- Tonga
- Trinidad and Tobago
- Tuvalu
- Ukraine
- United Arab Emirates
- United Kingdom
- United States of America
- Uruguay
- Venezuela

this designation is without prejudice to positions on status and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.

ETIAS IS NEEDED TO TRAVEL TO 30 EUROPEAN COUNTRIES

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland



WHAT CHANGES FOR TRAVELLERS

- Must obtain their travel authorisation **before starting the trip**
  - If ETIAS refused, no possibility to apply for a visa

- Must travel with **the same passport** as the one used in the ETIAS application

- Carriers and border authorities check that travellers have a valid ETIAS
  - No ETIAS = no entry

- Must have a valid ETIAS **during the entire stay** in Europe

WHAT IS NEEDED TO APPLY

INTERNET CONNECTION

A PASSPORT VALID FOR MORE THAN **3 MONTHS** AND NOT OLDER THAN **10 YEARS**

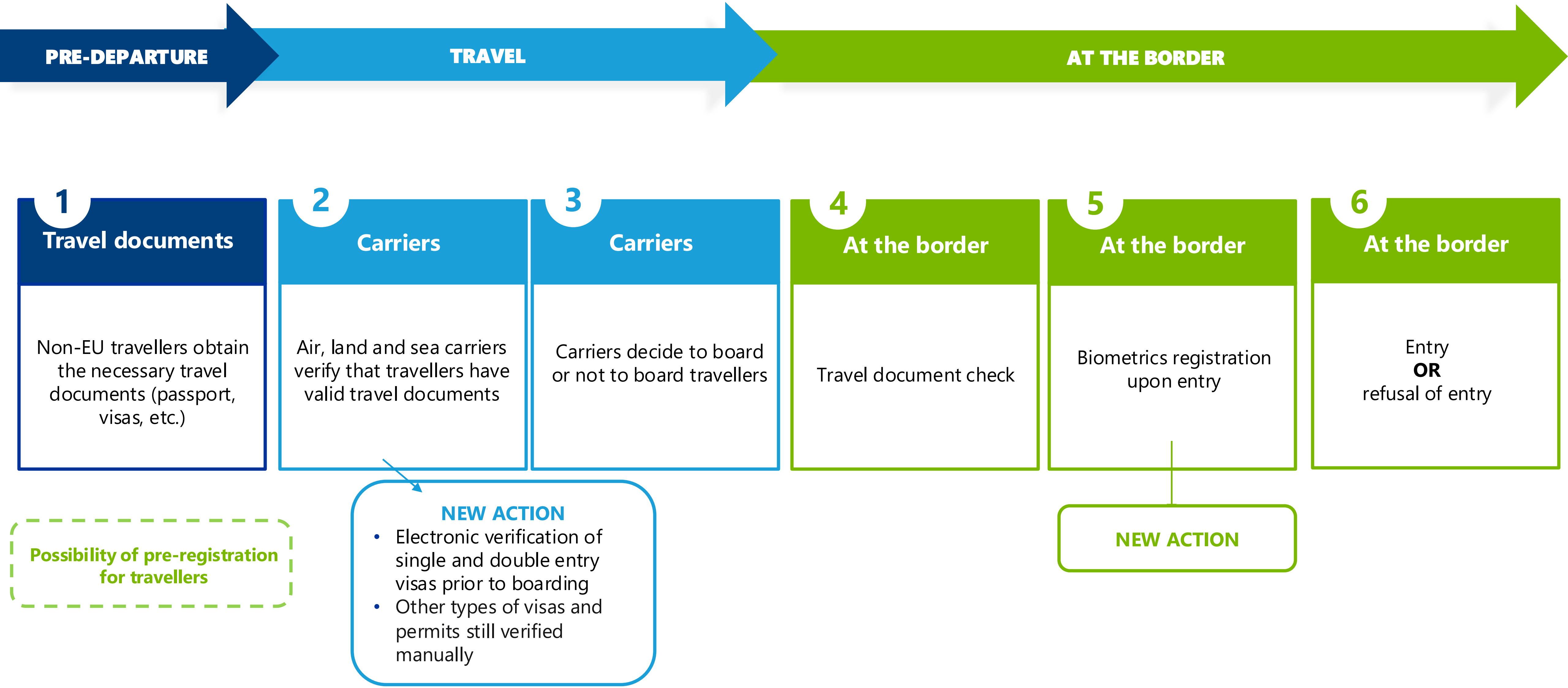
AN **EMAIL** ADDRESS

TO FILL OUT AN **ONLINE FORM**

TO PAY **EUR 20** BY PAYMENT CARD

In most cases ETIAS will be granted **within minutes.**
We strongly advise you to obtain the ETIAS travel authorisation **before you buy your tickets and book your hotels**.

EES: NEW TRAVEL PROCESS TO EUROPE



PRE-DEPARTURE → **TRAVEL** → **AT THE BORDER**

1 Travel documents
Non-EU travellers obtain the necessary travel documents (passport, visas, etc.)

Possibility of pre-registration for travellers

2 Carriers
Air, land and sea carriers verify that travellers have valid travel documents

NEW ACTION
- Electronic verification of single and double entry visas prior to boarding
- Other types of visas and permits still verified manually

3 Carriers
Carriers decide to board or not to board travellers

4 At the border
Travel document check

5 At the border
Biometrics registration upon entry

NEW ACTION

6 At the border
Entry
OR
refusal of entry

ETIAS: NEW TRAVEL PROCESS TO EUROPE

PRE-DEPARTURE | **TRAVEL** | **STAY**

1 Online ETIAS application

Visa-free travellers apply **online** for an ETIAS travel authorisation

SUPPORT
Travellers can request support from Frontex while filling in the application

2 Payment

Payment of **€20** application fee

3 Processing

- Automated **check of application** against databases
- Manual processing in case of confirmed hit

4 Response to applicants

- Authorisation or refusal
- Communication via email
- Right to appeal

5 Carriers

Air, land and sea carriers **verify** that travellers have a valid ETIAS travel authorisation prior to boarding

6 At the border

Passport + **ETIAS travel authorisation** check

Biometrics registration

WHAT THE EES AND ETIAS MEAN FOR CARRIERS

- Applies to international airlines, cruise/ferry lines and bus companies
- These carriers will have to **verify** that their non-EU passengers have a **valid ETIAS** travel authorisation or a **short-term visa**
- The verification of travellers must be done within 48 hours before departure
- Carriers need to **register** with the EU to be able to verify their passengers

JAÉN
8th SUMMIT OF TRAVEL AGENCIES ASSOCIATIONS
5-7 November 2025
Andalucía

HOW TRAVEL AGENTS MIGHT BE AFFECTED

① Travel agencies that **own means of transport and use it to transport non-EU nationals** into countries that use EES and require ETIAS must register as a carrier to verify points (a) and (c) below.

② Without prior registration, travel agents and tour operators **will not be able** to manually check:

- a) consumption of entries of single/double entry visas
- b) available remaining days authorised by those visas
- c) possession and validity of ETIAS travel authorisations

HOW TO KNOW IF THIS AFFECTS YOUR TRAVEL AGENCY?

① Read the Frequently Asked Questions in support of all carriers – determine whether there is a need to register

② Especially

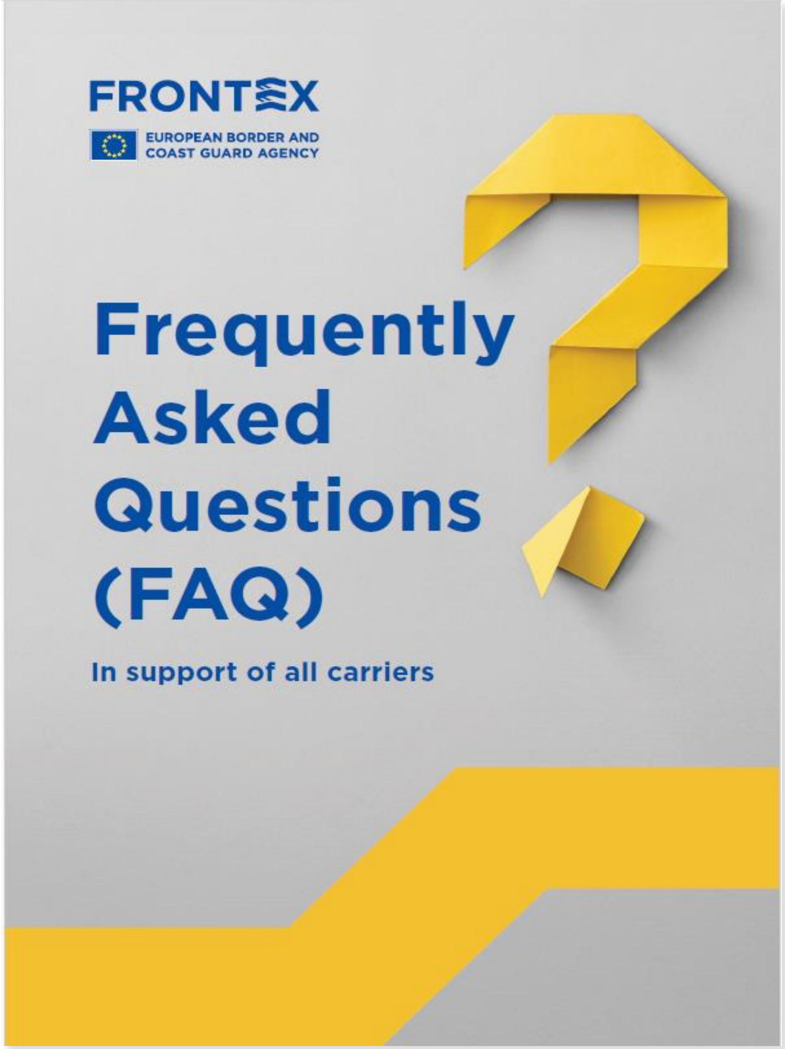
1.6 What is the definition of a carrier, and which carriers are bound by EES and ETIAS

and

10.11 Are travel agencies obliged to query the carrier interface?

JAÉN
8th SUMMIT OF TRAVEL AGENCIES ASSOCIATIONS
5-7 November 2025
Andalucía

FAQ IN SUPPORT OF ALL CARRIERS



FRONTEX
EUROPEAN BORDER AND COAST GUARD AGENCY

Frequently Asked Questions (FAQ)

In support of all carriers

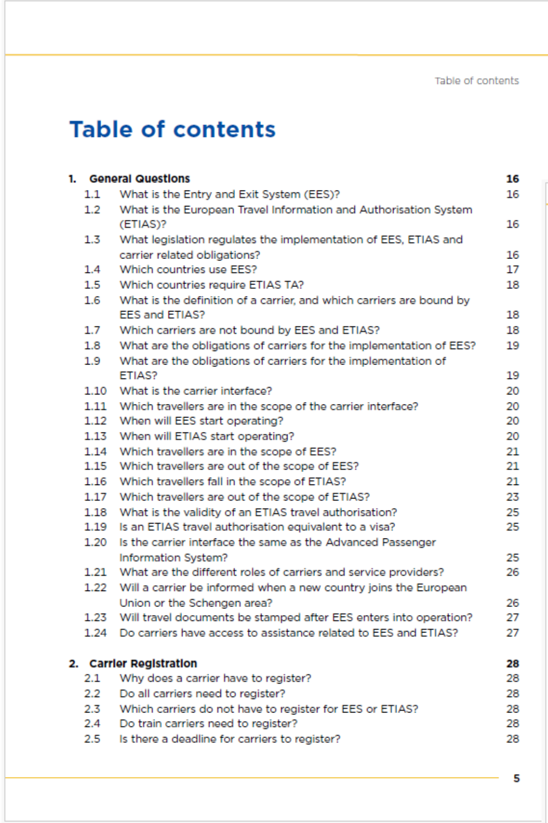
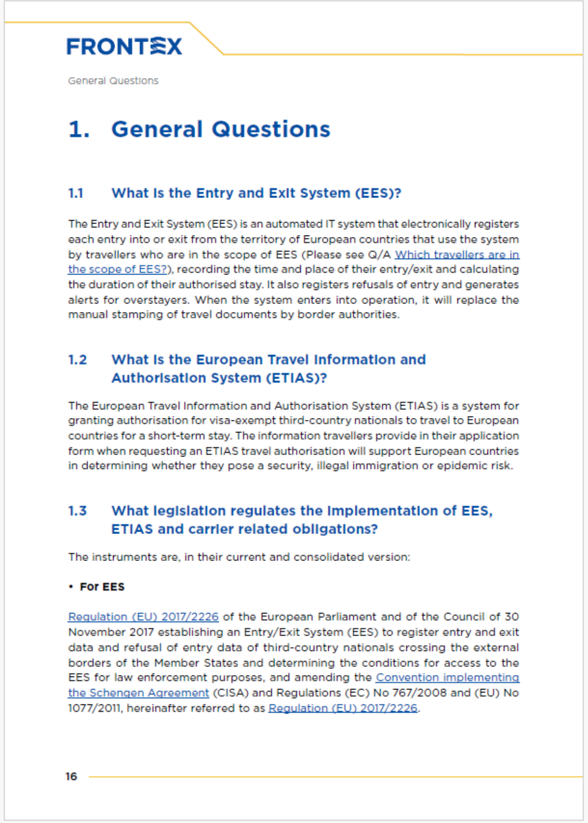


Table of contents

1. General Questions **16**
1.1 What is the Entry and Exit System (EES)? 16
1.2 What is the European Travel Information and Authorisation System (ETIAS)? 16
1.3 What legislation regulates the implementation of EES, ETIAS and carrier related obligations? 16
1.4 Which countries use EES? 17
1.5 Which countries require ETIAS TA? 18
1.6 What is the definition of a carrier, and which carriers are bound by EES and ETIAS? 18
1.7 Which carriers are not bound by EES and ETIAS? 18
1.8 What are the obligations of carriers for the implementation of EES? 19
1.9 What are the obligations of carriers for the implementation of ETIAS? 19
1.10 What is the carrier interface? 20
1.11 Which travellers are in the scope of the carrier interface? 20
1.12 When will EES start operating? 20
1.13 When will ETIAS start operating? 20
1.14 Which travellers are in the scope of EES? 21
1.15 Which travellers are out of the scope of EES? 21
1.16 Which travellers fall in the scope of ETIAS? 21
1.17 Which travellers are out of the scope of ETIAS? 23
1.18 What is the validity of an ETIAS travel authorisation? 25
1.19 Is an ETIAS travel authorisation equivalent to a visa? 25
1.20 Is the carrier interface the same as the Advanced Passenger Information System? 25
1.21 What are the different roles of carriers and service providers? 26
1.22 Will a carrier be informed when a new country joins the European Union or the Schengen area? 26
1.23 Will travel documents be stamped after EES enters into operation? 27
1.24 Do carriers have access to assistance related to EES and ETIAS? 27

2. Carrier Registration **28**
2.1 Why does a carrier have to register? 28
2.2 Do all carriers need to register? 28
2.3 Which carriers do not have to register for EES or ETIAS? 28
2.4 Do train carriers need to register? 28
2.5 Is there a deadline for carriers to register? 28



FRONTEX

1. General Questions

1.1 What is the Entry and Exit System (EES)?

The Entry and Exit System (EES) is an automated IT system that electronically registers each entry into or exit from the territory of European countries that use the system by travellers who are in the scope of EES (Please see Q/A Which travellers are in the scope of EES?), recording the time and place of their entry/exit and calculating the duration of their authorised stay. It also registers refusals of entry and generates alerts for overstayers. When the system enters into operation, it will replace the manual stamping of travel documents by border authorities.

1.2 What is the European Travel Information and Authorisation System (ETIAS)?

The European Travel Information and Authorisation System (ETIAS) is a system for granting authorisation for visa-exempt third-country nationals to travel to European countries for a short-term stay. The information travellers provide in their application form when requesting an ETIAS travel authorisation will support European countries in determining whether they pose a security, illegal immigration or epidemic risk.

1.3 What legislation regulates the implementation of EES, ETIAS and carrier related obligations?

The instruments are, in their current and consolidated version:

- **For EES**

Regulation (EU) 2017/2226 of the European Parliament and of the Council of 30 November 2017 establishing an Entry/Exit System (EES) to register entry and exit data and refusal of entry data of third-country nationals crossing the external borders of the Member States and determining the conditions for access to the EES for law enforcement purposes, and amending the Convention implementing the Schengen Agreement (CISA) and Regulations (EC) No 767/2008 and (EU) No 1077/2011, hereinafter referred to as Regulation (EU) 2017/2226.

BEWARE OF UNOFFICIAL ETIAS WEBSITES

- Applying for an ETIAS travel authorisation for someone else is legal
- … but **caution** is needed as some intermediaries may be involved in unethical business practices
- **Over 150** fake and unofficial ETIAS websites already operating
- Risks posed by dubious intermediaries include fraud, identity theft, cybersecurity issues, misinformation and high processing fees

MISINFORMATION

DOCUMENT FORGERY

CYBERSECURITY ISSUES

OVER 150 UNOFFICIAL AND FAKE WEBSITES

IDENTITY THEFT

FRONTEX’S ASSISTANCE CENTRE UNIT AT A GLANCE

Who we are:

- Assistance Centre Unit within the ETIAS Central Unit Division

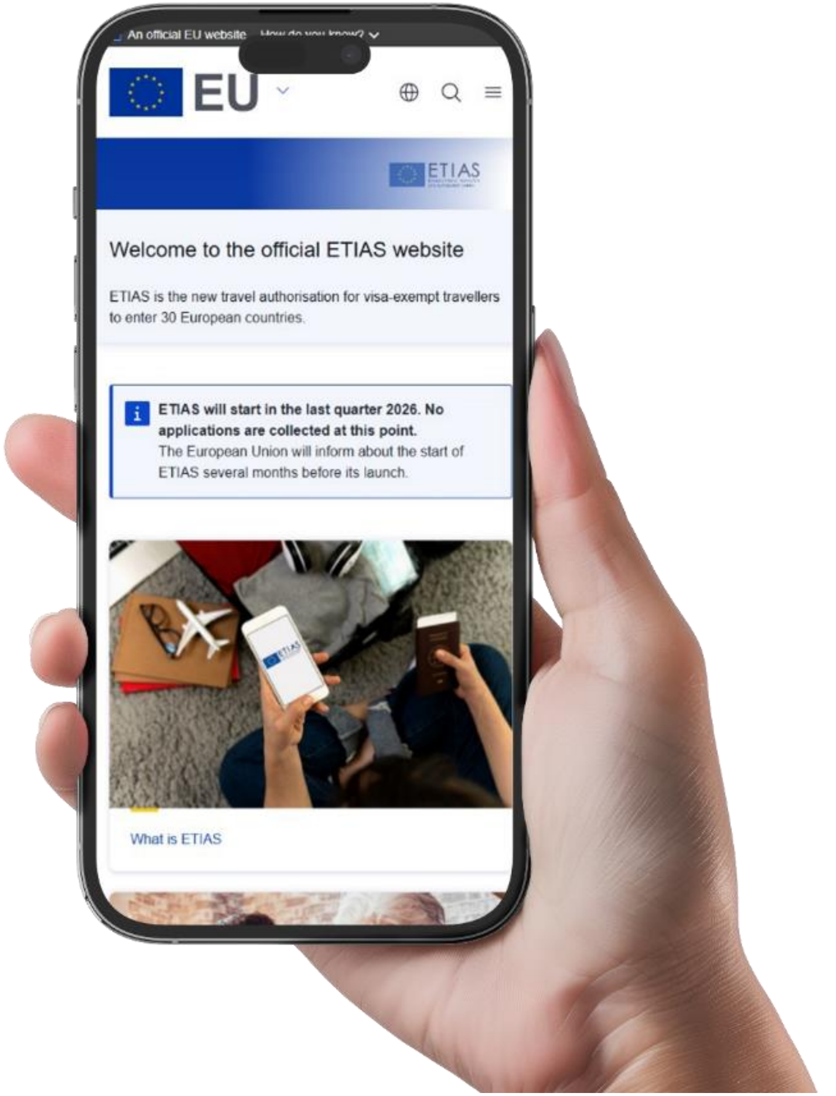
What we will do:

- Provide **assistance to registered carriers** after the implementation of the EES and ETIAS
  - Support **24/7** in English
  - Handle **operational** requests
  - Facilitate technical requests with eu-LISA

- Provide **assistance to travellers** while applying for ETIAS travel authorisation

OFFICIAL ETIAS WEBSITE

EUROPA.EU/ETIAS



An official EU website How do you know?

EU

ETIAS

Welcome to the official ETIAS website

ETIAS is the new travel authorisation for visa-exempt travellers to enter 30 European countries.

ETIAS will start in the last quarter 2026. No applications are collected at this point.
The European Union will inform about the start of ETIAS several months before its launch.

What is ETIAS

ETIAS Central Unit
Frontex, European Border and Coast Guard Agency

Thank you!

europa.eu/etias

JAÉN
8th SUMMIT OF TRAVEL AGENCIES ASSOCIATIONS
5-7 November 2025
Andalucía

FRONTEX | ETIAS