Entry Exit System

CARRIER INFORMATION PACK

SECTION 1: Introducing the EES

What is the Entry/Exit System?

The Entry/Exit System (EES) is an automated information technology (IT) system designed to register non-EU nationals travelling for a short stay, each time they cross an external border of a European country using the EES*.

This is done regardless of whether they need a short-stay visa, unless exceptions apply. Refusals of entry are also recorded in the system.

The EES automates border control procedures, making travel to European countries using the EES more efficient.

*European countries using the EES are:
Austria, Belgium, Bulgaria, Croatia, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and Switzerland.

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Why has the Entry/Exit System been introduced?

The system is being put in place to modernise borders, make border checks easy, secure, and more efficient for travellers, and to improve European-wide security.

The EES will:

» Modernise and improve border management with secure and reliable electronic records and by enabling automation at the borders;

» Improve the experience for travellers and gradually reduce waiting times thanks to automated border checks;

» Prevent irregular immigration, by identifying overstayers and providing reliable data on entries, exits, and refusals of entry;

» Strengthen the Schengen area's internal security by preventing identity and document fraud thanks to the use of biometric data, and by supporting law enforcement authorities to prevent, detect, and investigate terrorism and other serious crimes.

When and how will the Entry/Exit System be activated?

The EES starts operations on **12 October 2025**. The EES will be progressively rolled out at the external borders until 9 April 2026. During that period, travellers' personal data might not be collected at all border crossing points. From 10 April 2026, the EES will be fully operational.

SECTION 2:
Implications for carriers

What are the implications and obligations for carriers in regard to the implementation of the Entry/Exit System?

With the introduction of the EES, and to fulfil obligations under Article 26 of the Convention Implementing the Schengen Agreement, in addition to checking that a passenger has the required visa, carriers will need to:

» **Register** with the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA).

» **Use a carrier interface** to verify whether non-EU nationals requiring visas have already used the number of entries authorised by their visa before boarding. Its use is optional between 12 January and 9 April 2026, and it is mandatory afterwards.

» **Continue to verify the passport stamps** until 6 October 2026.

Why do carriers need to register?

Carriers must register with eu-LISA to be able to access the required carrier interface and fulfil their legal obligations (stipulated in Article 26 of the Convention Implementing the Schengen Agreement and Article 13(3) of the Regulation (EU) 2017/2226).

How can carriers register?

Carriers must register by filling in the registration form and sending it to:
carriers_onboarding@eulisa.europa.eu

The registration form and more information on how to register can be found on eu-LISA's Carriers webpage:
https://www.eulisa.europa.eu/activities/carriers

For any specific queries or issues faced during registration, please use the email address above.

Where can carriers find more information?

More information specifically for carriers is available in the Carriers section of the eu-LISA website or by consulting the Frequently Asked Questions Carriers (europa.eu).

For direct questions, you can also contact: EULISA-CARRIERS@eulisa.europa.eu

SECTION 3: Communication activities for carriers

How should carriers communicate about the Entry/Exit System to passengers?

As carriers, you are encouraged to inform your passengers about the EES in your existing communications, such as flight information emails, your webpages, or reminders to check-in. Your successful communications on COVID-19 travel restrictions and obligations can be used as an example of how to communicate about the EES.

To help reach as many travellers as possible, you could also print relevant communication materials on the EES and display them at your information desks and hubs.

What data will be collected from passengers?

To help passengers understand how the system operates and what data will be collected, travellers should be made aware that:

» The EES is an automated IT system for border management;

» The EES will register the travel document data of non-EU nationals crossing the external borders of the European countries using the system for a short stay (maximum of 90 days in any 180-day period), as well as the place and time of entry and exit and any refusals of entry;

» There will also be a one-time registration of four fingerprints and a facial image;

» However, from 12 October 2025 until 9 April 2026, travellers' data might not be collected right away at all border crossing points due to the progressive rollout of the EES.

You can direct your passengers to visit the EES website - https://travel-europe.europa.eu which contains all the information they need, as well as contact details for further questions.

What rights do passengers have in regard to their data?

Passengers' data will be collected and stored in full compliance with EU data protection rules and rights.

Passengers have, among others, the right to request access to, or rectify data related to them.

For any questions on passengers' rights or data protection, the EES website can be consulted https://travel-europe.europa.eu/ees/data-held-by-ees.

SECTION 4:
Materials & timelines

How will this be communicated?

Posters and leaflets for passengers that contain key information on the EES will be available online and for download in different languages.

Digital versions can be attached to information sent to passengers related to their travel.

All digital versions of materials are printable so that you can choose to distribute them directly to your passengers or to display them at boarding gates and check-in desks.

Where can you find these materials?

All communication materials will be easily accessible through a dedicated online communication material repository created specifically for carriers: https://ec.europa.eu/assets/home/EES-information-campaign-materials/index.html

All materials, including translated versions into the 24 official EU languages as well as Arabic, Chinese, Japanese and Turkish, will be uploaded to the online repository to help raise awareness of the EES among as many travellers as possible.

When should you inform passengers?

Widespread information about the Entry/Exit System should be available before the start of operations so that passengers are warned of their upcoming obligations and rights. In addition, it is essential to continue providing this information to passengers ahead of their journeys once the EES is in place.

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