



What is EES ?

EES is an EU border initiative for registering non-EU nationals when entering and exiting the Schengen area. The electronic system will register passenger information such as travel document details, biometric data and the date and time of travel. This will replace manual passport stamping.



Who does EES apply to ?

The system will apply to non-EU nationals who travel to the Schengen area for a short stay, regardless of whether they require a VISA or if they are VISA exempt. A short stay means a stay of up to 90 days within any 180 day period. You can consult the list of exemptions [here](#).



When will EES be launched ?

The EU has confirmed that EES will be implemented gradually over a period of 6 months, starting on 12th October 2025.



What is the process for Eurostar travellers ?

Eurostar passengers travelling to or from London will complete an initial biometric registration at their departure point. Once registered, their details are valid for three years, making future travel quicker.

The process for customers will depend on their departure station :

- Departures from London and Paris:
 - Customers can pre-register at dedicated self-service kiosks before check in.
 - For the first journey, travellers must finalise registration at a manual border control booth.
 - For future journeys, travellers can use e-gates when passing through border control.
- Departures from Brussels, Amsterdam, Rotterdam & Lille:
 - Registration will take place at manual border control booths.
 - E-gates can be used for future journeys by those already registered.



What will change on 12th October ?

We will start by introducing entry checks for some travellers departing from London St Pancras International. Not everyone will be required to register immediately, and travellers will not need to do anything differently.

Registration for most travellers will be manual only and carried out during the usual border control process. Staff will be on hand to give guidance where needed. Passport stamping will continue during the 6 months phased launch.

We will be inviting some travellers to use our new kiosks straightaway. From 12th October, those travelling with **Carte Blanche or Etoile Club Eurostar** status, or with a **Eurostar Premier ticket**, can head to the kiosks located in front of the Eurostar Premier check-in to register their data.



When will EES be fully introduced ?

In line with EU requirements, EES will be fully introduced for all Eurostar travellers by **10th April 2026**.

From early 2026, we plan to introduce exit checks for passengers travelling to London from our other stations. We'll also be opening kiosks to all passengers - we have a total of 49 kiosks in London St Pancras International and 18 in Paris Gare du Nord. More details about the kiosks is below.

We want to reassure travellers that check-in times will stay the same and their departure experience should remain smooth and straightforward. Throughout this process, clear signage will guide passengers at the station, and staff will be on hand to give extra support.



What do the kiosks scan?

Fingerprints, facial image and passport. Travellers will need to complete a questionnaire of four questions on entry only, not exit. Under 12s do not have to provide fingerprints.

For travellers with a Visa, the system will store only the facial image (as their fingerprints have already been registered in the Visa Information System /VIS at the time of application).

For travellers without a VISA, the system will store a combination of four fingerprints and a facial image.



Will the new kiosks be accessible ?

We are committed to inclusive travel and are ensuring new EES processes meet the needs of all Eurostar customers. We will provide:

- Dedicated accessible kiosk zones
- Trained station teams on hand at all times
- Additional staff available to support non-visible, physical, and cognitive needs
- Kiosks which are accessible to families and those with reduced mobility
- Manual processing available for anyone unable to use kiosks



Where will the kiosks be located ?

- In London St Pancras International, kiosks will be located in three areas:
 - Main concourse of the station, underneath the departure boards (Zone A)
 - In front of Premier and Priority check-in (Premier/Carte Blanche/Etoile travellers and accessibility needs only) (Zone B)
 - On the mezzanine (peak over-flow only) (Zone C)

Consult the map here: [London St Pancras EES kiosk zones](#)

- In Gare du Nord, kiosks will be located on the mezzanine.



Why are the kiosks only in London and Paris ?

Due to the nature of our operations in London St Pancras International and Paris Gare du Nord, kiosks are being implemented to facilitate passenger flow. In our other stations, EES checks will be carried out at the manual immigration booths during passport control.



How much time will this add to the usual check-in process?

EES processes will be integrated into our normal check-in times (between 45-90 minutes depending on departure time and location). Travellers will not have to come earlier than they do today.



Where can I find additional resources ?

Please visit the [official EU website](#) for full details about EES