



COVID-19

Frequently Asked Questions

<https://gov.gg>

Online Services:
<https://traffic.gov.gg>

Are your offices at Bulwer Avenue currently open?

Our offices are open for appointments for those members of the public that need to see us.

However, most applications can be sent by post, email or via our online services. Further information can be found at <https://gov.gg/dvl> or if you have any queries, please contact us using the details above.

Please only attend the office at Bulwer Avenue if you have a pre-arranged appointment with Driver and Vehicle Licensing. Pre-arranged appointments can be made by calling 220335.

How can I apply for a driving licence during the current restrictions?

Users who are eligible or already have an activated online account can apply for their driving licence online at <https://traffic.gov.gg>.

We apologise, but anyone with a short term medical licence (i.e. you have a medical condition that may impact your fitness to drive) is unable to apply online and must provide a medical report with their driving licence application.

To check if you are eligible for an online account please complete the following form: <https://gov.gg/trafficonlineservices>.

If you apply online you will need to take or upload a recent photograph and make a payment at the end of the process using a debit/credit card.

If you are unable to apply online, you can email or post your completed application forms to us at dvl@gov.gg or at the postal address above, along with a photograph which meets the following criteria: [Photograph Specifications](#). Once we have received the application we will contact you to take payment.

More information on the required paperwork and fees and be found here: <https://gov.gg/drivinglicence>

I need a new photo for my driving licence application. What should I do?

We are able to accept a photograph taken by yourself at home as long as it meets the following criteria: [Photograph Specifications](#).

If you are currently unable to supply a new photograph, we may still be able to process your application so that you are covered to drive. We will send you details of how to update your photograph.

Please only attend the office at Bulwer Avenue if you have a pre-arranged appointment with Driver and Vehicle Licensing. Pre-arranged appointments can be made by calling 220335.

Please note that your new driving licence will not be printed until a suitable new photograph is received.

What happens if my driving licence expires, am I still covered to drive?

NO. If your licence has expired you are NOT covered to drive.

However, you can still renew a full licence up to 5 years after the licence expiry date without having to retake a driving test.

If you are a provisional motorcycle licence holder that has, during this time of restrictions, been unable to renew your licence before it expires, it has been agreed to remove the minimum one year to wait to renew the licence, providing the licence expires within the period from 23rd January 2021 to 31st March 2021 inclusive, and that you renew by 30th April 2021. It is important to note that if your licence does expire, you will no longer be able to drive legally until it has been renewed.

I have applied and paid for my driving licence but not received it. Am I covered to drive?

Once your application has been processed and paid for it will be active so you are covered to drive. Unfortunately, due to lockdown, there is a backlog of several weeks for sending out the physical licences.

If you are unsure whether you are covered to drive, please contact one of the team using the details above.

I am required to submit a medical report to renew my driving licence. How do I do this under the current restrictions?

Many GP surgeries are still arranging appointments with patients to complete their medical report form. This could be either in person at the surgery or, in certain cases, following a consultation with your GP over the phone. Please check with your surgery.

Please note that if you provide a medical report that has been completed via a telephone consultation, your driving licence will only be issued for one year. Therefore, you will need to have another medical report completed in a year's time and you will have to pay again for this. If you have high categories, and no medical history, then you could choose to drop the high categories and not submit a medical report at this time. Please contact us by email at dvlmedicals@gov.gg for further advice.

If you are able to get the medical report completed, please submit this with your [application form](#) to us at dvl@gov.gg or by post to the address above. There is no need to send in your current driving licence.

We will not know how much the new licence will cost until your application has been cleared by our medical team. You will be contacted to advise of the fee and how to make payment.

Please only attend the office at Bulwer Avenue if you have a pre-arranged appointment with Driver and Vehicle Licensing. Pre-arranged appointments can be made by calling 220335.

I have not previously had my identity checked but need to apply for a driving licence. How can I prove my identity under the current restrictions?

Under normal circumstances, you would be required to attend our office in person with your original passport. Due to the current restrictions, please only attend the office at Bulwer Avenue if you have a pre-arranged appointment with Driver and Vehicle Licensing. Pre-arranged appointments can be made by calling 220335.

Alternatively, and only if you have not previously been ID checked, the following options are currently available to prove your identity without attending the office in person:

- post your application to us along with your original passport (this will be returned to you via recorded delivery) and a photograph which meets the following criteria: [Photograph Specifications](#)
- post your application to us along with an attested copy of your passport/birth certificate, a completed [ID-Check Form](#) and attested photographs

An attested copy of your marriage certificate, divorce papers or enrolled deed poll should also be included if you have changed name.

We appreciate that obtaining attested documents at this time may be difficult. However, if you have not previously provided proof of identity, we are unable to process your application without this information.

Further information can be found here: <https://gov.gg/drivinglicence>

I have applied for a provisional motorcycle licence so need to take a CBT/DA Course. How can I do this during the current restrictions? What happens if I don't take the course within the required time period?

If you have recently renewed your provisional motorcycle licence and have been unable to complete a CBT Direct Access Course within one month of renewal as a result of COVID-19 restrictions, you can continue to ride providing you complete a motorcycle training course within three months of CBT training recommencing when COVID-19 restrictions are lifted.

If you have not completed the Direct Access course by the stipulated period of three months then you would be unable to ride and would be subject to the usual restrictions around reapplying.

My theory test pass certificate has recently expired. Will I need to retake the test?

In most circumstances, you must be the holder of a valid theory test certificate when you take a practical driving test. Theory test certificates are normally only valid for two years.

Currently, there are no practical driving tests being undertaken and therefore theory test certificates of some candidates will expire during this period before they can take a practical driving test. Therefore, in order to remove the need for those candidates to re-sit and pass their theory test, at extra expense, you are permitted to present yourself for a practical test with an expired theory test certificate for up to two months after practical tests resume. This will apply to certificates that expire between 23rd January 2021 and the date when practical tests recommence.

I have recently moved to the island. How do I exchange my driving licence to a Guernsey one?

You have 12 months from becoming resident in the Island to exchange your driving licence for a Guernsey one.

Under normal circumstances, you would be required to attend our office in person with your original passport and current driving licence. Due to the current restrictions, please only attend the office at Bulwer Avenue if you have a pre-arranged appointment with Driver and Vehicle Licensing. Pre-arranged appointments can be made by calling 220335.

Alternatively, the following options are currently available to exchange your driving licence without attending the office in person:

- post your application to us along with your original passport (this will be returned to you via recorded delivery), your current driving licence and a photograph which meets the following criteria: [Photograph Specifications](#). *If the photograph you provide does not sufficiently resemble the one on your passport we may contact you to arrange an appointment to call into our office in person with your passport.*

- post your application to us along with your current driving licence, an attested copy of your passport/birth certificate, a completed [ID-Check Form](#) and attested photographs.

An attested copy of your marriage certificate, divorce papers or enrolled deed poll should also be included if you have changed name.

More information on the required paperwork and fees and be found here:

<https://gov.gg/drivinglicence>

I have recently imported a vehicle. How can I register it and how long do I have to do it?

If the vehicle is being permanently imported into Guernsey it must be registered within 14 days of arriving or should be kept on private land until it is registered. If you are self-isolating, the period for registering a vehicle has been extended to 14 days from the date that your isolation ends. More information on the required paperwork and fees and be found here: <https://www.gov.gg/vehicleownership>

Please post the required paperwork to us and once received we will call you to take payment over the phone by debit/credit card. We are currently prioritising driving licence applications so please note that it may take longer than usual to be processed.

Once the vehicle has been registered it will be issued with a Guernsey registration number. You will need to notify your insurance company of the new number and display the new plates on the vehicles as soon as possible. The registration plate will need to be ordered from a garage or motor spares shop but many of these are currently closed so please contact them directly to arrange.

Please only attend the office at Bulwer Avenue if you have a pre-arranged appointment with Driver and Vehicle Licensing. Pre-arranged appointments can be made by calling 220335.

I have recently bought/sold a vehicle and/or changed registration plates. How do I notify you of this?

Please post the required paperwork to us and once received we will call you to take payment over the phone by debit/credit card. We are currently prioritising driving licence applications so please note that it may take longer than usual to be processed.

Please only attend the office at Bulwer Avenue if you have a pre-arranged appointment with Driver and Vehicle Licensing. Pre-arranged appointments can be made by calling 220335.

More information on the required paperwork and fees and be found here:

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