



ADULT ABROAD GENERAL PASSPORT APPLICATION

for Canadians 16 years of age or over applying outside of Canada and the USA

Warning: Any false or misleading statement with respect to this application and any supporting document, including the concealment of any material fact, may result in the refusal to issue a passport, the revocation of a currently valid passport, and/or the imposition of a period of refusal of passport services, and may be grounds for criminal prosecution as per subsection 57 (2) of the Criminal Code (R.C.S. 1985, C-46).

Type or print in CAPITAL LETTERS using black or dark blue ink.

1 PERSONAL INFORMATION (SEE INSTRUCTIONS, SECTION H)

Surname (last name) requested to appear in the passport			
Given name(s) requested to appear in the passport			
All former surnames (including surname at birth if different from above. These will not appear in the passport.)			
Surname of a parent at birth			
Place of birth			
City		Country	Prov./Terr./State (if applicable)
Date of birth (YYYY-MM-DD)	Sex <input type="radio"/> F Female <input type="radio"/> M Male <input type="radio"/> X Another gender	Natural eye colour	Height (cm or in)
Current home address			
Number	Street	Apt.	City
		Country	Postal/ZIP code
Mailing address (if different from current home address)			
Number	Street	Apt.	City
		Country	Postal/ZIP code
Email address		Telephone (primary)	Telephone (other)

Anticipated date of travel
It is recommended that you do not finalize travel plans until you receive the requested passport.

Month Day Unknown

Declaration—I solemnly declare that I am a Canadian citizen, that all of the information provided and all statements made on this application, as well as all documents and photos submitted to support this application are unaltered and true. I declare that I have read and understood the **Warning** at the top of this page and the **Privacy Notice Statement** in Instructions, section M. I consent to the collection, use and disclosure of my personal information as outlined in the Privacy Notice Statement.

Sign within border	
Signature (see Instructions, section H)	
Date (YYYY-MM-DD)	Signed at
	City Country

2 DECLARATION OF GUARANTOR (SEE INSTRUCTIONS, SECTION J-A PASSPORT HOLDER OR SECTION J-B OCCUPATION)

Note: You or your guarantor can complete this section, with the exception of the **four fields in bold** which **must** be completed by your guarantor.

Guarantors surname (last name)	Guarantors given name(s)
Canadian passport number (see section J-A) or Occupation (see section J-B)	Telephone (primary)
Date of birth in passport (YYYY-MM-DD) (see section J-A) or Name of firm or organization (see section J-B)	Telephone (other)
Current home address (see section J-A) or Business address (see section J-B)	
Number	Street
Apt.	City
Country	
Postal/ZIP code	
Declaration —I solemnly declare that I have known the applicant identified above personally for at least two (2) years. I have signed the back of one (1) of the photos to certify that the image is a true likeness of the applicant. Where applicable, I have signed and dated a copy of each document to support the applicant's identity (see section 5) to confirm that I have seen the original(s). I acknowledge and understand that I am responsible for validating all pages of the application form and all relevant identity documents to the best of my knowledge. I declare that I have read and understood the Warning at the top of page 1 of this application and the Privacy Notice Statement in Section M of the instructions. I consent to the collection, use and disclosure of my personal information as outlined in the Privacy Notice Statement.	
Signature of guarantor	
I have known the applicant for	Date (YYYY-MM-DD)
Number of years	Signed at
	City Country

3 PREVIOUS CANADIAN TRAVEL DOCUMENT (SEE INSTRUCTIONS, SECTION K)

• Has a Canadian travel document (passport, certificate of identity or refugee travel document) been issued to you in your current name or any other name?

No Yes (specify) Number Date of issue (YYYY-MM-DD)

Enclose the most recent Canadian passport issued to you, valid or expired.

Any passport that is damaged or was ever reported as lost or stolen will not be returned and will be securely destroyed to protect your personal information.

• Would you like the previous passport to be cancelled and returned to you?

Yes, please return it to me. If this box is not checked, the passport will not be returned and will be securely destroyed.

Note: If a Canadian travel document has been reported lost, stolen, damaged or is inaccessible, and has not yet expired, complete form PPTC 203, *Declaration concerning lost, stolen, inaccessible, damaged or found Canadian travel document*, available online at Canada.ca/passport. **A Canadian travel document is no longer valid if damaged or reported as lost, stolen, or inaccessible.** There is an administrative fee for the replacement of a lost or stolen Canadian travel document that has not yet expired.

4 PROOF OF CANADIAN CITIZENSHIP (SEE INSTRUCTIONS, SECTION I)

A To be completed if you were **born in Canada**. Provide **one (1)** of the documents listed below:

Canadian provincial or territorial birth certificate (**original only**) Registration number Date of issue

Certificate of Canadian citizenship Certificate number Date of issue or Effective date of citizenship

B To be completed if you were **born outside of Canada**.

Provide **one (1)** of the documents listed below:

Certificate of Canadian citizenship Certificate of naturalization

Certificate of registration of birth abroad (issued by the Registrar of Canadian Citizenship) Certificate of retention of Canadian citizenship (issued before February 15, 1977)

Certificate number Date of issue or Effective date of citizenship

2) To be completed if you were **born outside of Canada between February 15, 1977 and April 16, 1981 inclusive** (you do not need to complete this section if you are presenting a certificate of Canadian citizenship issued after January 1, 2007).

a) Are you a naturalized Canadian, i.e. did you receive Canadian citizenship following immigration to Canada?

Yes, go to section 5 No, continue to question b)

b) Was one of your parents born in Canada?

Yes, go to section 5 No, complete and submit form PPTC 001, *Proof of Canadian Citizenship—Additional Information*, available online at Canada.ca/passport.

5 DOCUMENTS TO SUPPORT IDENTITY (SEE INSTRUCTIONS, SECTION L)

You need to provide at least **one (1)** document to support your identity. The identification document (ID) must be valid and be issued by a federal, provincial/territorial government authority (or local equivalent abroad). The ID must include your name, date of birth, photo and signature. If you cannot obtain ID(s) with signature because it is not issued by your jurisdiction, your ID(s) may be accepted without it. One or more document(s), when combined, may be used to fulfill these criteria.

- If you are applying in person, your original documents will be validated and returned to you.
- If applying by mail, provide copies of both sides of your ID and have them signed and dated by your guarantor.

Note: The documents provided in this section must **not** be the proof of Canadian citizenship provided in section 4.

Type of document	Document number	Date of expiry (If applicable YYYY-MM-DD)	Your name as it appears on the document
Type of document	Document number	Date of expiry (If applicable YYYY-MM-DD)	Your name as it appears on the document
Signature of applicant			Date (YYYY-MM-DD)

6 PERIOD OF VALIDITY (SEE INSTRUCTIONS, SECTION D)

Choose **one (1)** of the following periods of validity: 5-year or 10-year

7 ADDITIONAL PERSONAL INFORMATION

Note: If insufficient space, include form [PPTC 056, Additional Information – Address and Occupation](#), available on [Canada.ca/passport](#).

A Addresses in the last **two (2)** years

- Same as current home address
- Different from current home address (complete below)

1.		From (YYYY-MM)	To (YYYY-MM)						
Number	Street	Apt.	City	Country	Postal/ZIP code				
2.								From (YYYY-MM)	To (YYYY-MM)
Number	Street	Apt.	City	Country	Postal/ZIP code				

B Occupation in the last **two (2)** years (check all that apply):

- I was employed (full- or part-time)
- I was in school (full- or part-time)
- Other, e.g. homemaker, unemployed or retired

Enter full details below for the last **two (2)** years:

Employer, school or other	Address	Telephone (daytime)	Field of employment or studies	Date (from)	Date (to)

8 REFERENCES

Provide the following information for **two (2)** persons who are neither your relatives nor your guarantor; are 18 years of age or over; and who have known you for at least **two (2)** years. They must agree to have their contact information provided as they may be contacted to confirm your identity. Visit [Canada.ca/passport](#) for more information on the Passport Program's definition of a relative.

1. Surname (last name)		Given name(s)		Relationship to the applicant	
Address					
Number	Apt.	Street	City	Country	Postal/ZIP code
Telephone (primary)	Telephone (other)	Email address		Has known me for	Number of years
2. Surname (last name)		Given name(s)		Relationship to the applicant	
Address					
Number	Apt.	Street	City	Country	Postal/ZIP code
Telephone (primary)	Telephone (other)	Email address		Has known me for	Number of years

9 EMERGENCY CONTACT INFORMATION (OPTIONAL)

This information is helpful if you require emergency assistance while outside of Canada.

Surname (last name)		Given name(s)			
Relationship to the applicant	Telephone (primary)	Telephone (other)	Email address		
Current home address					
Number	Street	Apt.	City	Country	Postal/ZIP code
Signature of applicant				Date (YYYY-MM-DD)	

ADULT ABROAD GENERAL PASSPORT APPLICATION for Canadians 16 years of age or over applying outside of Canada and the USA

INSTRUCTIONS

A ENTITLEMENT TO A CANADIAN PASSPORT

Important notice: We recommend that you not finalize your travel plans until you receive the requested passport.

- A Canadian passport is the only reliable and universally accepted travel and identification document for Canadians who travel abroad.
- Canadian passports are issued to Canadian citizens only and reflect their identity, as determined by proof of citizenship and supporting documents.
- For Canadians under 16 years of age, use [form PPTC 042, Child Abroad General Passport Application](#).
- Applicants who were previously issued a Canadian passport may be able to renew their passport using [form PPTC 482, Adult Abroad Simplified Renewal Passport Application](#). To find out if you are eligible, visit [Canada.ca/passport](#).

B TRANSLATION

All documents submitted as part of the travel document application that are in a language other than English or French must be accompanied by a translation completed by a certified professional or a non-certified professional translator.

If the document is not a court document or legally binding agreement made between two or more parties, then a third party translation is acceptable.

A translation produced by a certified professional, non-certified professional or third party translator must be accompanied by form [PPTC 659, Statutory Declaration for Translators](#).

Third party translators must have the Statutory Declaration notarized by an official (lawyer, notary, commissioner of oaths).

The Passport Program will not accept a translation completed by the applicant or a relative of the applicant. Visit [Canada.ca/passport](#) for more information on the Passport Program's definition of a relative.

C REQUIREMENTS CHECKLIST

- All three (3) pages of the application form completed and signed within the last **twelve (12)** months and certified by the guarantor
- Two (2) identical and unaltered passport photos taken within the last **six (6)** months, **one (1)** certified by the guarantor
- Proof of Canadian citizenship; the document will be returned to you
- Document(s) to support identity (original or copies); copies must be signed and dated by your guarantor
- Your most recent Canadian travel document (passport, certificate of identity or refugee travel document) issued to you, valid or expired
- The fee

Additional documents or information may be requested in support of this application. If you are contacted by the Passport Program to provide information or documentation, you must communicate with us as soon as possible. If the required information or documentation is not received within 30 calendar days, your file may be closed. The Passport and Other Travel Document Services Fees Regulations do not allow for the refund of passport service fees whether or not you received the service requested.

D FEE AND PERIOD OF VALIDITY

Where the application is made **outside of Canada** or the passport is to be delivered outside of Canada:

5-year validity – CAN\$190* **10-year validity – CAN\$260***

*A CAN\$25 consular services fee is included in the above-mentioned fee.

The fee is in Canadian dollars and may be converted to the local currency.

Methods of payment

[Online payment](#) is available for all passport services.

If additional passport services are required (e.g. retention of passport or an additional observation) or if you need to travel in less than 20 business days, please contact the [closest Government of Canada Office abroad](#) to confirm eligibility and fees **before** making payment.

Important

- Every person who requests passport services must pay the applicable fee in the exact amount.
- Applicants who cancel their application or are refused a passport are not eligible for a refund of the passport service fee. Only the consular services fee of CAN\$25, applied only to adult applications, is refundable.
- Administrative fees and applicable interest will be applied to all dishonoured payments.
- Fees are subject to change.

In cases where services do not meet established service standards, applicants **may** be eligible for partial compensation of service fees.

For information on Service Standards please visit [Canada.ca/immigration-refugees-citizenship](#).

E WHERE TO APPLY

Submit your application at the nearest Government of Canada office that provides passport services in the country where you reside or are visiting. You can find a list of Government of Canada offices abroad online at travel.gc.ca or in your local telephone directory.

Offices authorized to process passport applications include:

- Canadian embassies;
- Canadian high commissions; or
- Canadian consulates (except those headed by honorary consuls).

Your passport application cannot be submitted in Canada if you will be abroad upon the delivery of the passport, except if you reside in the US where the passport will be mailed. For more information visit Canada.ca/passport.

F CONTACT INFORMATION

General information is available 24 hours a day, 7 days a week. Specific information is available at the nearest Government of Canada office that provides passport services (consult your local telephone directory).



Canada.ca/passport



Passport Program 1-819-997-8338



TTY (for people who are Deaf or hard of hearing)
Montréal, Canada: 1-514-283-5197

Information on passports, fees and processing times

Travel reports, warnings and requirements

For travel advice and warnings or foreign entry and exit requirements (how long the passport has to be valid for travel to a foreign country), visit travel.gc.ca

G ANTICIPATED DATE OF TRAVEL

Regardless of the date of travel you indicate on the application form, processing times and requirements for expedited services are still applicable. Processing times begin once a completed application form, payment and all required supporting documentation are received (see section C). Processing times **do not** include mailing time. Visit Canada.ca/passport for more details.

It is recommended that you do not finalize travel plans until you receive the requested passport.

The Government of Canada, or any representative of the Government of Canada will not be liable for any loss incurred as a result of or arising out of the passport not being delivered in time for you to travel on the date you have specified on the application form.

H PERSONAL INFORMATION

Surname (last name) and given name(s) requested to appear in passport

Write your name that you request to appear in the passport. If you are requesting a passport in a name that is different from the name that appears on the proof of citizenship or differs from a legal name change, please note the following:

- For a change of surname resulting from a relationship, you must provide a marriage or common-law relationship certificate, or a document demonstrating termination of the relationship (indicating both previous and current surname).
- For a legal change of name, you must provide a Legal Name Change document/certificate, Court Order or Adoption Order displaying your old name and your new name. If you have your name legally changed, you must apply for a new travel document that accurately reflects your new name.

Additional documentation will be required to verify your identity as well as the name to appear in the passport (see section L).

All former surnames

All former surname(s) that differ from the surname requested to appear in the passport, including your surname at birth must be declared. Please separate your former surnames by a comma. These former surnames will not appear in the passport.

Surname of a parent at birth

Indicate the surname (last name) of one of your parent's at their birth. If your parent's surname is unknown enter "unknown".

Place of birth

Your place of birth must be provided on the application form. If you do not wish the place of birth to appear in the passport, complete and submit form [PPTC 077, Request for a Canadian passport without place of birth](#), available online at Canada.ca/passport.

Date of birth

If your proof of citizenship does not show a complete date of birth, the specific **year, month and day** of your birth will be entered as shown on your supporting identification (see section 5).

Sex

If the sex or gender identifier requested to appear in the passport does not match the submitted proof of Canadian citizenship or your latest travel document, complete and submit form [PPTC 643, Request – sex or gender identifier on the travel document for an adult 16 years of age or older form](#), available online at Canada.ca/passport.

Current home address and Mailing address (if different from current home address)

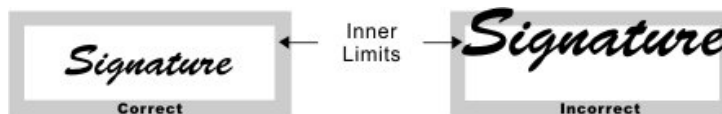
Your passport will be delivered to the mailing address provided. If your mailing address changes within 30 days of submitting your application, you must notify the Government of Canada Office where you applied to update your mailing address (see section F).

Email address

Include your email address on the form if you have one, so we can contact you if needed. Please note that information sent by email is not transmitted over a secure line.

Signature

You **must** sign your usual signature on all **three (3)** pages.



I PROOF OF CANADIAN CITIZENSHIP

Important: A Canadian provincial or territorial birth certificate does not constitute an acceptable proof of Canadian Citizenship if, at the time of your birth in Canada, one or both of your parents was or were employed in Canada by a foreign government or international agency and neither parent was a Canadian citizen or permanent resident. See subsection 3(2) of the *Citizenship Act* for more information. You may request a formal assessment by submitting an application for a citizenship certificate to Immigration, Refugee and Citizenship Canada (IRCC). For more details, visit the IRCC website at Canada.ca/citizenship.

The original proof of Canadian citizenship you submit with your application will be returned to you. Additional information may be requested to confirm your citizenship.

Canadian provincial or territorial certificate of birth

Only official birth documents issued by the vital statistics office in your province or territory of birth in Canada are accepted. Certain exceptions may apply. Certain Canadian provinces and territories have other documents that may also be accepted as proof of Canadian citizenship. Visit Canada.ca/passport for more information.

Note: For Canadians born in the province of Quebec, only a birth certificate or a copy of an act of birth issued after January 1, 1994, by the Directeur de l'état civil of Québec or a certificate of Canadian citizenship are accepted as proof of Canadian citizenship.

Certificate of Canadian citizenship

Commemorative certificates of citizenship are **not** accepted as proof of citizenship. If you require a certificate of Canadian citizenship visit the IRCC website at Canada.ca/citizenship.

J DECLARATION OF GUARANTOR

A guarantor is a person other than the applicant who can confirm their identity and may be called upon to confirm personal information. A guarantor can be a relative or someone living at the applicant's address, as long as they meet all the requirements listed below.

The guarantor must meet the following criteria:

- be able to communicate in English or French;
- have known you (the applicant) personally for at least **two (2)** years. To know you personally means your guarantor is able to confirm aspects of your personal attributes;
- know you well enough to be confident that the statements you have made on the application form are true;
- be accessible to the Passport Program for verification; the Passport Program reserves the right to request a new guarantor.

You or your guarantor can complete this section with the guarantor's information, with the exception of the **four fields in bold** which **must** be completed by your guarantor. The guarantor **must** perform the following **three (3)** tasks **free of charge**:

1. Complete or validate the information entered in the section 2 - Declaration of Guarantor. The guarantor must complete the following **four fields in bold: A) I have known the applicant for (number of years), B) Signature of guarantor, C) Date, D) Signed at**. Ensure you have completed and signed all **three (3)** pages of the application before submitting it to your guarantor.
2. Write "I certify this to be a true likeness of (your name)" on the back of **one (1)** of your photos and sign it.
3. If applicable, sign and date a copy of each document to support your identity and to confirm that they have seen the original(s) (see section L).

The applicant must not assist the guarantor in performing their duties. If your guarantor requires assistance, contact the Passport Program.

The guarantor can be either a Canadian passport holder (see section J-A below) or a member of an eligible occupation (see section J-B below).

Section J-A: Canadian passport holder, the guarantor must:

- be a Canadian citizen, 18 years of age or over;
- hold a **5-year** or a **10-year** Canadian passport that is valid or has been expired for **no more than 1 (year)** on the date the Passport Program receives this application;
- have been 16 years of age or over when the application was submitted for the passport identified in section 2 on this application form; and
- provide the requested information contained in the passport issued in their name by completing or validating the declaration of guarantor section of the application form.
- must hold a regular Canadian passport that is valid for 5 to 10 years. Temporary Canadian Passport holders **will not** be accepted as a guarantor.

A Canadian passport holder guarantor does not need to reside in the same country as the applicant **OR**

Section J-B: Occupation, the guarantor must:

- currently work and/or reside within the area of accreditation served by the Government of Canada office abroad where the application is submitted; and
- be currently registered/licensed with the appropriate local authority to practice **one (1)** of the following professions:

• Dentist	• Lawyer or notary	• Police officer
• Medical doctor	• Notary public	• Judge
• Dean or head of university or college	• Pharmacist	• Veterinarian
- Signing officer of a bank or trust company, or of a financial institution that offers a full range of banking services (cash withdrawals, deposits, savings)

The above list is not a recognition or endorsement by the Passport Program of professional status or superior qualifications.

A guarantor from the eligible list of occupations does not need to be a Canadian citizen.

Important: The applicant cannot help the guarantor in performing their duties. If the guarantor needs help they can contact the Passport Program (see section F).

If you have **not known** an eligible guarantor for at least **two (2)** years, complete form PPTC 132, *Statutory Declaration in Lieu of Guarantor for Canadians Applying for a Travel Document*, available at any passport service location in Canada or any Government of Canada office abroad. The form must be completed at your expense before a person who is authorized by law to administer an oath or solemn affirmation. **This may delay the processing time of the passport requested.**

K PREVIOUS CANADIAN TRAVEL DOCUMENT

Enclose your most recent travel document (passport, certificate of identity or refugee travel document) valid or expired, that is issued to you in your current name or any other name. If the travel document's expiry date is more than **twelve (12)** months from the date the application is submitted, provide a written explanation as to why you are applying at this time. Should the Passport Program not be satisfied that you have an acceptable reason for applying early, your application for a new passport may be refused.

L DOCUMENTS TO SUPPORT IDENTITY

- You need to provide at least **one (1)** valid document to support your identity. The identification document (ID) must be valid and be issued by a federal, provincial/territorial government authority (or local equivalent abroad). The ID must include your name, date of birth, photo, and signature. The name indicated on the ID needs to reflect the name requested in the passport. If you cannot obtain ID(s) with signature because it is not issued by your jurisdiction, your ID(s) may be accepted without it. One or more document(s), when combined, may be used to fulfill these criteria.
- A Canadian passport that has been expired for **one (1)** year or less may be used to support your identity. However, you must submit an additional piece of valid federal, provincial or territorial identification (or local equivalent abroad), with your passport, if:
 - the passport was issued to you before you turned 16 years of age; or
 - the passport was issued to you with a period of validity of less than **five (5)** years.
- If you are submitting copies of your ID, each side must be copied and then signed and dated by your guarantor to confirm that they have seen the original(s). All original documents that you submit will be returned to you.
- If you submit copies of your documents and are using form PPTC 132, *Statutory Declaration in Lieu of Guarantor for Canadians Applying for a Travel Document*, the same official who signs the declaration must also sign and date the copies of both sides of the identity document(s) to indicate that the official has seen the original(s).

M PRIVACY NOTICE STATEMENT

Personal information provided on this form is collected by Immigration, Refugees, and Citizenship Canada (IRCC) under the authority of the *Canadian Passport Order*. The personal information provided will be used for the purpose of processing applications, determining entitlement to passport services and administering passport services. In the same context, the guarantor's personal information is subject to verification and security queries to determine whether the individual meets the guarantor requirements. The personal information provided may be disclosed to other federal government institutions, provincial/territorial governments, foreign governments, investigative bodies and/or law enforcement for the purpose of validating identity, determining current and ongoing entitlement to passport services and administering or enforcing any law or carrying out a lawful investigation.

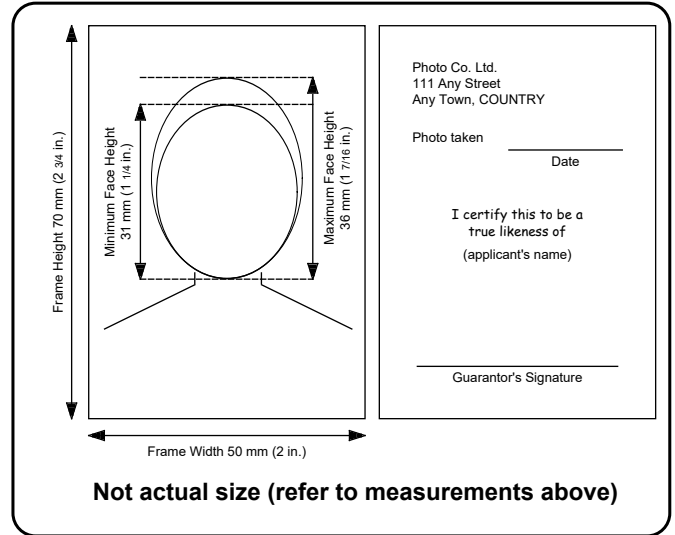
Personal information may also be used for purposes including research, statistics, quality assurance, program and policy evaluation, internal audit, compliance, risk management, strategy development and reporting. Failure to complete the form in full may result in a delay or the application not being processed. *The Privacy Act* gives individuals the right of access to, protection, and correction of their personal information. If you are not satisfied with the manner in which IRCC handles your personal information, you may exercise your right to file a complaint to the [Office of the Privacy Commissioner of Canada](#). The collection, use, disclosure and retention of your personal information is further described in IRCC's Personal Information Bank – [IRCC PPU 081 and IRCC PPU 082](#).

N CANADIAN PASSPORT PHOTO INSTRUCTIONS

You must submit **two (2)** identical and unaltered photo prints with each passport application. Third party photo software and digital photo altering applications are not acceptable in the submission of photos to the passport program. Electronic photos are not acceptable. More information is available at Canada.ca/passport.

The photos must:

- be taken in person by a commercial photographer;
- be professionally printed on plain, high quality photographic paper (photos printed at home are not acceptable);
- be clear, sharp and in focus; in colour or black and white;
- show a neutral facial expression (**no smiling, mouth closed**) and looking straight at the camera, with **eyes open and clearly visible**;
- have uniform lighting—no shadows, glare or flash reflections;
- show a full front view of the face and top of the shoulders squared to the camera (face and shoulders centered in the photo, head not tilted or turned);
- reflect natural skin tone and be taken against a plain white or light coloured background with enough contrast between the background, facial features and clothing, so that your features appear clearly against the background;
- be originals that **have not been altered in any way** and not taken from an existing photo;
- be taken within the last **six (6)** months from the date the application is submitted and reflect your current appearance;
- if you cannot meet these requirements for medical reasons, please provide a written explanation.



The following must appear on the back of one photo

- The name and complete address of the photo studio (not a P.O. Box) and the date the photo was taken. The photographer may use a stamp or handwrite this information (stick-on labels are not acceptable).
- The statement "I certify this to be a true likeness of (name of applicant, written by guarantor)".
- The **guarantor's** signature. Note: If you are using the PPTC 132, *Statutory Declaration in Lieu of Guarantor for Canadians Applying for a Travel Document*, (see section J), the signing official must also sign the back of the photo.

Additional information

- Prescription glasses may be worn in photos as long as there is no glare and the eyes are clearly visible.
- The red-eye effect, tinted glasses and sunglasses make the photos unacceptable.
- Hats and head coverings must not be worn, except for religious beliefs or medical reasons. The head covering and hair must not cast shadows on the face and the full face must be clearly visible.