

British Airways does not issue conventional flight tickets. All you need to do is to quote your booking reference and show proof of identification when you check-in for your flight.

Please make sure you read the 'important information' and check your travel details.

IMPORTANT INFORMATION

Photographic identification

All passengers must produce photographic identification, when checking in. Children under the age of 16 traveling with their parents do not need photo id. For domestic/Channel Island journeys you may present:

- A valid citizen card
- Photographic driving license
- Student Card
- Forces ID
- · Airport/airline employee's security ID
- Police warrant card/badge.

Check-in and boarding

Check in desks are open at least 2hrs before departure. Please make sure that you arrive at the departure gate in plenty of time to board your flight. Flights from LGW to JER depart from North Terminal.

Don't forget to allow time for airport security checks, and for what; in larger airports, may be a long walk to the gate.

Only passengers with boarding cards are allowed beyond the security checkpoints.

All electronic items, such as laptops and mobile phones, will be subject to additional screening. Keep you boarding pass and ID within easy reach to show security staff.

If passengers miss their flight we will be unable to refund your ticket.

Passengers must be at their departure gate at least 45minutes before the scheduled departure time.

Baggage

Your fare includes 1 piece of baggage with a weight limit of up to 23kg.

In addition, you may also carry onboard 1 piece of hand baggage, the maximum permitted dimensions (please ensure that you include the bag's handles & wheels) for this item are 56 x 45 x 25cm and it should not exceed 6kg in weight.

Excess baggage is carried on a standby basis only. Carriage will only take place if there is sufficient space available, in the aircraft hold and will be subject to a charge currently £30 per bag for the first 3 kilos £15 per kilo for between 4 and 6 kilos and £20 for every kilo thereafter

Passengers may carry 1 pushchair or pram and 1 car seat for each child or infant. There is no charge for the carriage of pushchairs or car seats.

All baggage allowances are personal and cannot be combined

<u>Seats</u>

Free seat choice when you check-in, from 24 hours before departure.

Pre booked seats, reserved at time of booking up to 25hrs before departure is charged at £10 per person.

Changes/Cancellations

All bookings are instant purchase, non-refundable tickets. We would suggest that you only make changes to your booking once your arrangements have been finalised, as **change fees** will apply to each amendment.

Changes to your itinerary or passenger names can be made up to 2 hours before departure and are subject to an administrative charge, to make changes.

Please contact reservations on 01534 496600. If the available fare is lower on the new flight, no refund will be made.

Special Assistance

British Airways need to know if you have additional needs before you travel, so that British Airways can provide you with the necessary assistance throughout your journey, please contact reservations on 01534 496600, if:

- · You have a disability
- You need to book a wheelchair
- You have mobility difficulties.

To ensure that we can make the necessary arrangements, you must tell about your needs, no later than 48hrs before travel.