

**Jet2.com 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 note for your convenience, we have pre-booked one piece of hold baggage per person for you at the allowance stated below.**

## IMPORTANT INFORMATION

### **Baggage Allowance**

The baggage allowance is 22kgs for each travelling customer (excluding infants) and one small piece of hand baggage weighing no more than 10kg and dimensions not in excess of 56x45x25cm, including wheels and handles.

Any piece of baggage that does not meet these requirements will need to be checked in as hold baggage and the relevant fee will be charged. It is not possible to use your hand baggage allowance against your checked baggage allowance or vice versa.

Subject to availability and at **Jet2.com's** discretion passengers may check-in excess baggage, on payment of the relevant charge.

The charge is currently £12 per If you are planning to travel with excess baggage please allow extra time to complete the check-in process.

**No single item of baggage may weigh more than 32kgs.**

### **Travel Identification**

It is important that you arrive on time with your booking reference and must present valid documentation, matching the names on your reservation, for travel for all flights, including UK domestic flights.

In order to ensure compliance with Immigration and other governmental authorities **Jet2.com** passengers are required to travel with a valid passport, and any necessary visas where required, on all international flights. Please note that if your photographic ID is damaged it may **not** be accepted.

### **Check In**

Jet2.com airport check-in desks open 2hrs before the scheduled departure time and close 40 minutes (30 minutes on domestic flights for passengers with hand baggage only) before scheduled departure by which time passengers must have completed the checking-in process.

We **strongly recommend** all passengers to check-in, no later than 2 hours before the scheduled departure time. If you planning to travel with excess baggage please allow extra time to complete the check in process.

### **Onboard Safety**

Once the aircraft is at cruising altitude and the Captain has turned off the "Fasten Seat Belt" sign, you are free to use laptops and most other electronic items.

However for safety reasons, mobile phones cannot be used for internet access, text messaging or voice calls whilst on board. Any device with wireless communication e.g. Mobile Phones, XCA, Blackberry handheld, must be switched to Flight mode or equivalent before takeoff to prevent transmission or reception.

If your wireless communication device does not have a Flight Mode then we regret that you are not able to use this onboard. Further restrictions may apply at the discretion of the crew and/or Captain.

### **Seat Allocation**

For a small charge\* we can allocate preferred seats, including extra leg room seats (subject to availability). Alternatively, seats will be allocated at check-in, on a first come - first served basis. Note that emergency exit seats are only suitable for able-bodied adults (aged 16 years or over).

The charge is variable depending on the length of the flight and is between £7.99 and £24.99 per person per sector, please contact the reservations team on **01534 496600** for further details.

### **Cancellations, refunds or changes**

No refunds will be permitted should you decide to cancel your flight. However, we do permit certain changes to flights.

Flight dates, times and customers' names are changeable subject to availability within current published schedules. However, route changes are not permitted.

All changes are subject to successful completion of the change and payment of our current change fee charges.

You can change the date or time of your booking up to 5 hours before the scheduled departure date, please contact our reservations team on **01534 496600**.

The cost to make a name or date change is £27.50 per person per one-way flight. In addition, where a change of person has been made or a date has been changed, any increase between the fare, taxes, fees and charges originally paid and the current available fare, plus any difference in the taxes, fees and charges per sector at the time of making such a change, will be charged.

If the fare has decreased, no refund will be paid.

### **Customer Service Contact Details**

Jet2.com Call Centres numbers as follows: -

<b>From</b>	<b>Telephone No.</b>	<b>Notes</b>
<b>UK</b>	0871 226 1 737*	To make or change a booking
<b>UK</b>	0906 302 0660*	Other customer Service enquiries***
<b>Ireland</b>	0818 200017*	

### **Telephone Call Charges**

0871 numbers are charged at 10p per minute inclusive of VAT. 0906 numbers are charged at 50p per minute inclusive of VAT. Calls from mobile phones and some networks may cost more, please check with your network provider.