

Confirmation of booking:

Thanks for choosing to fly with bmibaby and welcome aboard! We don't issue tickets, so all you have to do is produce your confirmation number at the check-in desk, along with photographic identification for everyone travelling (details below). Please make sure you read the 'important information' and check your travel details.

**IMPORTANT INFORMATION****Photographic identification**

We take security very seriously. Please help us by making sure all travellers aged 16 or over have official photographic identification. Children of 14 to 15 years of age are permitted to travel alone, but will also require valid photographic identification to be accepted for travel. Details on acceptable forms of identification for travel on domestic flights are available at bmibaby.com.

Check-in and boarding

Bmibaby check-in opens two (2) hours before the scheduled departure time and closes promptly 30 minutes before the scheduled departure time, by which time you must have completed the full check-in process and be in possession of a boarding card. For security reasons, passengers who miss this deadline will not be allowed to travel and are not entitled to a refund. To avoid missing your flight, we therefore recommend that you allow the full two hours to check-in.

The boarding gate closes 15 minutes before scheduled departure time. For security reasons, passengers who do not present themselves at the boarding gate before this deadline will have their baggage offloaded, will not be allowed to travel, and are not entitled to a refund.

Baggage

Your fare includes 1 piece of baggage with a weight limit of up to 18kg. In addition, you may also carry onboard 1 piece weighing up to 10kg subject to size limitation. All baggage in excess of these free allowances will be charged at a standard rate of 10.00 GBP per kg. All baggage allowances are personal and cannot be combined, and the maximum weight of any one item of baggage is 32kg. Passengers travelling with golf/ski equipment, bikes, windsurfers, musical instruments and all other bulky equipment should check the full terms and conditions on the bmibaby.com website for applicable costs. Under no circumstances will bmibaby carry firearms either on board or as checked baggage.

Changes

Your ticket is strictly non-refundable, however, flight and name changes are permitted up to two (2) hours before the scheduled departure time on www.bmibaby.com and/or through the bmibaby call centre (0870 264 2229). All flight changes via the

Internet are subject to a 25.00 GBP charge per passenger per flight, plus any applicable upgrade. Please note that changes made via the call centre are subject to an additional 5.00 GBP charge per sector. Name changes must be made via the bmibaby call centre. These are subject to a 100.00GBP charge per passenger per booking, plus any applicable fare upgrade. (All changes are subject to a 10.00 GBP credit card fee).

Contact details

This Email address will be used for all future communication with you, including any changes and additional information on your flights. It is therefore your responsibility to ensure that you check your email on a regular basis and also notify the bmibaby call centre should your email address change (0870 264 2229).

Delays and compensation

bmibaby employs a refund and compensation scheme covering flight delays and cancellations. Full details of this are available in the terms and conditions on the bmibaby.com website. Please note that bmibaby will not reimburse any costs should you choose to fly with another airline. We therefore strongly recommend that all passengers have adequate travel insurance prior to starting their journey, and have partnered with Travel Extras who provide this service (more details at bmibaby.com).

We also recommend that passengers should confirm their itinerary at least 48 hours before departure. This can now be done online at bmibaby.com