

## IMPORTANT INFORMATION

### Photographic identification

With effect from 1<sup>st</sup> November 2008 Aurigny will require all passengers aged 16 and over, and passengers under the age of 16 who are not travelling with an adult, to provide photographic ID at check-in. Acceptable forms of ID include: Passport, Photographic Driving Licence, National ID card, Company ID card (Nationally recognised Companies/organisations including Local Council Ids), NUS Card, Citizen card, Valid armed forces ID card, Valid photographic firearm certificate, Valid police warrant card/badge, Council issued bus pass (Senior Citizens only), Valid airport employees security ID pass.

### Check-in and boarding

London Gatwick - minimum 1 hour check-in  
Servisair, South Terminal zone F-H

London Stansted - minimum 1-hour check-in  
Servisair, zone D, gates 30-39.

Manchester - Minimum 1-hour check-in  
Servisair, Terminal 1, ground level.

Southampton - minimum 1-hour check-in,  
Aurigny desk, main departure hall.

Bristol - minimum 1-hour check-in, Servisair,  
main departure hall.

### Baggage

Your fare includes, 1 piece to a maximum of 20kg on all routes, with the exception of 15kg Alderney-Southampton. Excess baggage may be accepted, if space is available, on payment of appropriate fees. Additional Student concessions may apply. Dogs – With exception

of guide dogs accompanying blind passengers and hearing dogs for the deaf, domestic pets will only be carried on flights between Southampton and Alderney, or on Inter-island services operated by Trislander aircraft. Dogs must be correctly muzzled and a waterproof seat cover provided. Cats may be carried in the cabin, charged at a child fare, provided no dogs are on the flight. Golf clubs on inter-island flights should be delivered to the airport in advance of travel. Please call relevant airport desk for advice. Excess baggage will be charged as applicable. No sharp or potentially dangerous items may be carried as hand baggage. This list includes such obvious items as scissors, knives etc.

### Changes to Reservations

Once booked reservations may be changed up to two hours before the scheduled departure of the ticketed flight, for a change fee of £25 (per sector for each time a change of itinerary is made, whether that is outbound or inbound flight) plus any difference in the sector fares that may be applicable. Unused tickets may not be changed after two hours before the ticketed time of departure, and return flight coupons become invalid, and reservations may be cancelled, if the outbound coupon has not been used.

Changes may be made by contacting our reservations office on 01481 822886 or at our airport offices at Guernsey, Jersey, Alderney and Southampton. These fares are not refundable.