

IMPORTANT INFORMATION

Jet2.com does not issue conventional flight tickets. You must check in on-line and download or print your boarding passes.

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 kilo. 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

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 and boarding.

Jet2.com now requires online check-in. C.I. Travel or your Travel Agent can do this on your behalf up to 14 days in advance of your trip.

Please note that Jet2 flights between Manchester and Jersey depart from Terminal 2, and arrive back in Terminal 1.

Bag Drop: If you are checked in on line and you have hold luggage with your ticket head to any Jet2 check in desk and you can check in your bags, after which you may proceed through security.

The boarding gate closes 30 minutes prior to the scheduled time of departure, passengers that arrive to the gate after 30 minutes will not be accepted to travel and will forfeit their seats.

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, tablets, Blackberry devices, e-readers, 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 C.I. Travel 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 £35.00 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.

Enhanced Wellbeing On-board

For details on how Jet2 are keeping you safe on-board and what is required from you during times of Coronavirus please visit www.jet2.com/flights/safe-travel