

## **IMPORTANT INFORMATION**

### **PASSPORTS & IDENTIFICATION**

All passengers aged 16 and over, and passengers under the age of 16 who are not travelling with an adult on the same booking reference are required to provide photographic ID at the check-in desk (unless already checked in prior to arriving at the airport) and at the Departure Gate.

Examples of suitable documents are:

- A valid passport (expired up to 6 months)
- Photo driving license (full or provisional)
- Photographic EU or Swiss National ID card
- Armed Forces ID card
- Police Warrant Card/Badge
- Valid Photographic bus pass
- Airport or crew security pass

A passport is required for travel to Europe. Passengers without the required identification will be denied boarding and will not be entitled to a refund.

### **CHECK-IN**

The check-in times vary, but all desks will be open a minimum of 1.5 hours prior to departure, larger airports will be open 2 hours before.

- London Gatwick - South Terminal
- Leeds Bradford - Main Terminal
- Manchester - Terminal 3
- Southampton – Main Terminal
- Bristol - Main Terminal
- East Midlands – Main Terminal
- Guernsey - Main Terminal
- Birmingham - Terminal 2
- Alderney – Main Terminal
- Exeter - Main Terminal

### **HOLD BAGGAGE**

Each person occupying a seat is permitted a free 20kg allowance plus hand baggage. Please note flights to Alderney the weight allowance is 15kgs.

### **CABIN BAGGAGE**

Between the UK and Guernsey the hand luggage allowance is 2 pieces per passenger. One with maximum dimensions of 55cm x 36cm x 20cm for the overhead locker and a second small piece maximum dimensions 35cm x 25cm x 20cm to fit underneath your seat. The combined weight for both items can be up to a maximum of 10kgs. For flights to and from Alderney the allowance is 1 piece with maximum dimensions of 35cm x 25cm x 20cm with a maximum weight of 6kgs.

### **PETS**

With the 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 provided no dogs are on the flight, both charged at adult fare.

### **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 £45 (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.

Name changes are charged at £40 per person per sector. These fares are not refundable.

### **SPECIAL ASSISTANCE**

All requests should be advised to reservations as soon as possible with a minimum of 48 hours' notice. All wheelchair requests can be made by contacting C. I. Travel reservations on 01534 496600.

Please present yourself at airport check-in at least 45 minutes before departure to allow any necessary documentation to be completed ahead of the scheduled departure time.

If you are unable to notify us of your requirements 48 hours before you fly, the airport will endeavor to offer the highest standard of service however delays may be encountered.

We would therefore recommend that you arrive at the airport very much in advance of your normal check-in time so the airport can accommodate your requirements in time for your flight