

IMPORTANT INFORMATION

PASSPORTS & IDENTIFICATION

All passengers over 12 years of age on domestic flights must provide suitable photographic document to prove their identity. Examples of suitable documents are:

- A valid passport (expired up to 2 years)
- 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

Check-in desks will open 90 minutes before the scheduled time of departure for all flights. Passengers who present themselves later than 40 minutes prior to the scheduled time of departure will not be accepted for travel.

HOLD BAGGAGE

Each person occupying a seat is permitted a free 23kg allowance plus hand baggage.

CABIN BAGGAGE

You are entitled to one cabin bag up to 5kg (maximum 55cm x 36cm x 20cm height including wheels and handles). If your baggage does not fit in the overhead locker or under the seat it will be placed in the aircraft's rear hold free of charge. In addition to your cabin bag you may also carry one small personal item such as a handbag or laptop bag (this item must be smaller than the standard item). The combined weight of both bags must not exceed 10kg

PETS

Guide and hearing dogs are welcome on board and fly free of charge. The airline does not carry any other animals or domestic pets.

CHANGES TO RESERVATIONS

Once booked reservations may be able to be changed, depending on the airline's rules and the type of fare booked.

Name changes are charged at £40 per person, to change the dates or times of flights these charges are £25 plus any difference in air fare along with the agents change fee.

Changes may be made by contacting our office on 01534 496 660.

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.