

IMPORTANT INFORMATION

Blue Islands does not issue conventional flight tickets. All you need to do is to quote your booking reference and show proof of identification when you check-in for your flight.

Please make sure you read the following information and check your travel details.

Travel on Blue Islands is not refundable.

Flight Cancellation

Blue Islands cannot accept responsibility for the consequences of any delays or cancellations due to weather conditions or other factors outside of its control. Passengers are strongly advised to ensure they have comprehensive insurance, which covers them for the costs of delays, and cancellations, as fog and mist are a frequent occurrence in the Channel Islands. Where a flight is subject to a long delay due to weather, passengers are entitled to cancel and either re-book the same itinerary for a different day, or arrange to have their ticket held open for future use.

Check-in

Check-in desks will open 2 hours before the scheduled time of departure for all flights (except London City 90 minutes). Passengers who present themselves later than 30 minutes prior to the scheduled time of departure will not be accepted for travel.

Passports and Identification

Passports are not required for travel between the UK and Channel Islands, but a valid form of photo ID i.e. passport, driving license or other valid form of photo ID is now mandatory for security purposes and will be required at check-in. 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.

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.

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.

Enhanced Wellbeing On-board

Blue Islands are committed to the continued safety and wellbeing of passengers and crew and have in place a range of multi-layered measures on-board, please read the following information to be aware of what is required of you.

Use of face masks

Passengers travelling on Blue Islands flights will be required to wear face masks for the wellbeing of all on-board. Passengers are exempt if they have a medical reason not to wear a face mask, written medical advice will be required, please inform staff at check-in. Children under 6 years old are also exempt.

Microbe Shield surface protection in the cabin

Water based and invisible to the naked eye, Microbe Shield is 100% food safe, environmentally friendly and bonds with surfaces to provide a long lasting protection against virus and germ pathogens including Coronavirus.

Aircraft touch point sanitation procedures

Daily deep cleaning all aircraft touch points continues on all touch points around the aircraft and cabin including handrails, armrests, tray tables, seat belts, overhead locker handles and all areas in an around the toilet.

Seat allocation and distancing

Seats will be allocated by the airline to maximise the distance between passengers in the cabin where possible.

Hand sanitiser

Hand sanitiser will be available when boarding Blue Islands' aircraft and throughout the flight.

Reduced contact points

With the exception of safety cards, all seat-back literature has been removed and there is no inflight service.

Air is replenished with fresh air every 5 - 7 minutes

Following Covid-19 guidance from aircraft manufacture ATR, Blue Islands aircraft are now configured so no cabin air is recirculated, and cabin air is continuously replenished with fresh air every 5-7 minutes. Therefore the cabin may be slightly cooler than normal and you may wish to have a jumper to hand.