

IMPORTANT INFORMATION

British Airways 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.

Travel identification

Every passenger must produce PHOTO PROOF OF IDENTITY when checking in i.e. for international journeys you must present your passport or EU national ID; for domestic/Channel Islands journeys you may alternatively present:

- A valid citizen card,
- Photographic driving license,
- Student card,
- Forces ID card,
- Airport/airline employees security ID pass,
- Police warrant card/badge.

Check-in and Boarding

Check-in desks are open at least 2hrs before the schedule departure time. Please make sure that you arrive at the departure gate in plenty of time to board your flight. Flights from LHR to JER depart from Terminal 5 and from LGW to JER from the South Terminal.

Don't forget to allow time for airport security checks, and for what can be a long walk to the gate.

All electronic items, such as laptops and mobile phones, will be subject to additional screening. Keep you boarding pass and ID within easy reach to show security staff.

If passengers miss their flight we will be unable to refund your ticket.

Passengers must be at their departure gate at least 45 minutes before the scheduled departure time.

Baggage

Your fare includes 1 piece of baggage with a weight limit of up to 23kg.

In addition, you may also carry on-board one standard-sized bag - maximum size of the bag, 56x45x25cm (22x18x10in) plus one laptop or briefcase. You must be able to lift your bag unaided into the aircraft overhead locker. Excess baggage is carried on a standby basis only. Carriage will only take place if there is sufficient space available, in the aircraft hold and will be subject to a charge currently £65 per bag.

Passengers may carry 1 pushchair or pram and 1 car seat for each child or infant. There is no charge for the carriage of pushchairs or car seats.

All baggage allowances are personal and cannot be combined

Seats

Free seat choice when you check-in, from 24 hours before departure.

Pre booked seats, reserved at time of booking up to 25hrs before departure and standard seat price starts from £8.00 per person, per flight.

Changes/Cancellations

All bookings are instant purchase, non-refundable tickets. We would suggest that you only make changes to your booking once your arrangements have been finalised, as **change fees** will apply to each amendment.

Changes to your itinerary or passenger names can be made up to 2 hours before departure and are subject to an administrative charge, to make changes.

Please contact reservations on 01534 496600. If the available fare is lower on the new flight, no refund will be made.

Special Assistance

British Airways need to know if you have additional needs before you travel, so that British Airways can provide you with the necessary assistance throughout your journey, please contact reservations on 01534 496600, if:

- You have a disability
- You need to book a wheelchair
- You have mobility difficulties.

To ensure that we can make the necessary arrangements, you must tell about your needs, no later than 48hrs before travel.

Enhanced Wellbeing On-board

For details on how British Airways are keeping you safe on-board and what is required from you during times of Coronavirus please visit www.britishairways.com/en-gb/information/the-ba-experience/welcome-on-board