

Thank you for booking your holiday with C. I. TRAVEL GROUP trading as,  
Airways Holidays, Travtel, JerseyTravel.com and GuernseyTravel.com  
PLEASE FIND ENCLOSED YOUR DOCUMENTATION.

## T R A V E L I N F O R M A T I O N



### TRAVEL DOCUMENTS

Important – please check the **latest confirmation** you received from us for up to date flight timings. You can also check your final flight timings on our website [www.citravelgroup.com/manage-my-booking-online](http://www.citravelgroup.com/manage-my-booking-online) and enter your name and six digit booking reference (numbers only).

Conventional paper tickets are no longer issued for air travel. We have arranged an e-ticket (electronic ticket) for your flight and your airline will hold all the details. Most airlines now offer online check in and this is available on our website [www.citravelgroup.com/online-flight-check-in](http://www.citravelgroup.com/online-flight-check-in). Your flight locator reference will be required (found at the top right of your invoice) and lead passenger name. Some flights from Aberdeen, Inverness, Humberside and Durham-Tees-Valley cannot be checked-in online. If your invoice shows a flight reference, online check-in is available.

**If you are travelling by easyJet** you will need to check-in online and print your boarding passes prior to arrival at the airport. This can be completed from 30 days prior to your departure date. If you are unable to print your boarding passes, please call us on 01534 496600 and we will print them for you and send to you by post.

Remember the 24 hour clock, and note **that timings may have changed** from those which were originally confirmed to you due to the possibility of reschedules by the airline. Hotel vouchers are NOT required.



### PASSPORTS & IDENTIFICATION

British Citizens do not require a passport to travel from the UK to the Channel Islands. **However, please note due to increased security, airlines do require a photographic means of identification such as a passport or driver's licence.** If you are considering a day trip to France you will need to take a valid passport with you. Nationals of other countries are required to check with their Embassy and/or Consulate for other immigration requirements, as we are unable to accept responsibility if you cannot travel.



### CHECK-IN

To check in you will need to produce your Photographic Identification. You should check-in **at least 1 hour** before your scheduled flight departure time. Allow additional time to park your car, for public transport delays, increased airport security and weekend congestion. If you have any special seating preferences, or require any special assistance, it is also advisable to allow extra time for checking-in. It is worth noting that, at some airports, flight announcements are not made. Information is shown on the monitors in the lounge area.

#### Travelling from London Gatwick:

Easyjet depart from the **NORTH** Terminal and British Airways and Aurigny depart from the **SOUTH** Terminal

#### Travelling from Manchester:

Flybe depart from Terminal **3**. Aurigny depart from Terminal **1**.



### AIRPORT DEVELOPMENT FEES

Both Durham-Tees-Valley and Norwich Airports levies a stand-alone fee, payable directly to airport before you pass through security. Payment machines are located in the check-in areas of the airports and both cash and credit/debit cards are accepted. Payment can also be made online prior to arrival at the airport.

#### Durham-Tees-Valley

Passenger Facility Fee of £6.00 per adult and £2.00 per child (3 – 15 years). Pay online at <https://bookings.durhamteesvalleyairport.com>

#### Norwich Airport

Airport Development Fee of £10.00 per adult (16+ years). Pay online at [www.norwichairport.co.uk/airport-development-fee/](http://www.norwichairport.co.uk/airport-development-fee/)



### LUGGAGE

If you can't carry your suitcase, you won't enjoy the journey. Don't make it an immovable object! All airlines restrict the weight of suitcases and you must adhere to the free baggage allowance.

Most flights allow all passengers, except infants, 20kg/44lb of checked luggage. However some flights are restricted to 15kg /33lb and you are advised to check your e-ticket information to avoid excess baggage charges. Any bags over 30kg will be refused due to health and safety reasons. Each passenger (excluding infants) may carry 1 small piece of hand baggage, which varies in size and weight depending on the airline. Please [www.citravelgroup.com/document-downloads](http://www.citravelgroup.com/document-downloads) for specific airline luggage information.

If you are booking Flybe or Easyjet operated flights through our website, you now have the option to either include or exclude the hold luggage.

**Important: Flybe has a strict policy that for any oversized hand baggage, a charge of £50 will be applied at the gate and the bag will be placed in the hold.**

**DO NOT** pack the following items in your hand luggage:- toy/replica guns, knives, razor blades, scissors, knitting needles or tools. Liquids not exceeding 100ml per container must be carried in a clear plastic bag if in your cabin baggage.



### YOUR FLIGHT

All UK domestic flights now operate a no smoking policy. The use of mobile telephones is not permitted at any stage of the flight. All personal electrical equipment must be switched off when the seat belt signs are on. Please listen to the safety briefing. Knowing what to do in an emergency could make all the difference to you and your family.

## WELCOME TO THE CHANNEL ISLANDS!



### CAR HIRE

For car hire collection at the airport, proceed to the EUROPCAR desk conveniently situated in the arrivals hall.



### TRANSFERS

A pre-booked transfer **as shown on your confirmation invoice** will take you to your accommodation on arrival at the airport or harbour.

**JERSEY** - TANTIVY BLUE COACH TOURS arranges our transfers and they will meet you at the airport or harbour. In the unlikely event of any difficulty please call them on 01534 706706 or for out of hours only 07797 750099 (all vehicles are radio controlled). **WAVERLEY COACHES** are for Norfolk and Villa Nova Hotels only. Tel 01534 758360

**GUERNSEY** – ISLAND TAXIS arrange our transfers. They will meet you on your arrival at the airport and in the unlikely event of any difficulty please call them on 01481 700500



### RETURN TRANSFERS

Your return transfer will depart from your accommodation between 2½ and 2 hours prior to the departure time on your travel information. If your transfer has not arrived 2 hours prior to travel, **please call Tantivy on 01534 706706 or Island Taxis 01481 700500**



### HEALTH CARE

Comprehensive travel insurance, which includes medical expenses and repatriation, is advised for UK residents. (Please see C. I. Travel Group recommended Insurance Policy). It is advisable to bring the name and address of your family doctor in case of a serious accident or illness.

**WE WISH YOU A PLEASANT JOURNEY AND AN ENJOYABLE HOLIDAY !**