

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 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. Your flight locator reference will be required (found at the top right of your invoice) and lead passenger name. Some flights from Humberside and Teesside International cannot be checked-in online. If your invoice shows a flight reference, online check-in is available.

If you are travelling by **easyJet** or **Jet2** 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 for easyJet, 28 days prior for Jet2. 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 valid 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.



AIRPORT DEVELOPMENT FEES

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

Norwich Airport

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



LUGGAGE

If you cannot carry your suitcase, you will not enjoy the journey. Do not 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 for specific airline luggage information.

easyJet and Jet2 flights bookable through our website now have the option to either include or exclude the hold luggage.

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 arrival's hall.



TRANSFERS

Where a pre-booked transfer **is shown on your confirmation invoice** it will take you to your accommodation on arrival at the airport or harbour.

JERSEY - TANTIVY BLUE COACH TOURS arrange our shared 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

Private transfers in Jersey are arranged by DOMINO CABS and they can be contacted on 01534 747047.

GUERNSEY – ISLAND COACHWAYS arrange our shared transfers. They will meet you on your arrival at the airport and in the unlikely event of any difficulty please call them on 01481 720210. LAMBOURNE TAXIS provide all of our private transfers, they can be contacted on 07781 123188



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 1 ½ hours prior to travel, **please call your transfer provider directly in the first instance.**



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