

## IMPORTANT INFORMATION

### PASSPORTS & IDENTIFICATION

All passengers aged 16 and over, are required to provide photographic ID at the check-in desk or the departure gate.

Examples of suitable documents are:

- A valid passport
- 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

### CHECK-IN

Jet2.com now requires online check-in, you can do this yourself or ask us at C.I. Travel Group to do this upon your behalf up to 28 days in advance of your trip.

Please note that Jet2 flights between Manchester and Jersey depart from Terminal 1.

Bag Drop: If you are checked in online and you have hold luggage with your ticket head to any Jet2 check in desk and you can check in your bags, after which you may proceed through security.

The boarding gate closes 45 minutes prior to the scheduled time of departure, passengers that arrive to the gate after 45 minutes will not be accepted to travel and will forfeit their seats.

### HOLD BAGGAGE

Each person that has booked hold luggage is allowed one piece with a 22kg allowance plus hand baggage.

### CABIN BAGGAGE

You can take one piece of hand luggage on-board no more than 10kgs in weight with maximum dimensions of 56cm x 45cm x 25cm, including wheels and handles.

### PETS

With the exception of registered assistance dogs, e.g: guide dogs accompanying blind passengers and hearing dogs for the deaf, domestic pets will not be carried on flights

### CHANGES TO RESERVATIONS

No refunds will be permitted should you decide to cancel your flight. However, we do permit certain changes to flights.

Flight dates, times and customers' names are changeable subject to availability within current published schedules. However, route changes are not permitted. All changes are subject to successful completion of the change and payment of our current change fee charges.

You can change the date or time of your booking up to 5 hours before the scheduled departure date, please contact our reservations team on 01534 496600.

The cost to make a name or date change is £35.00 per person per one-way flight. In addition, where a change of person has been made or a date has been changed, any increase between the fare, taxes, fees and charges originally paid and the current available fare, plus any difference in the taxes, fees and charges per sector at the time of making such a change, will be charged. If the fare has decreased, no refund will be paid.

### 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