

Blueislands.com 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



Terms and conditions of carriage

Refunds and cancellation fees

Blue Islands is a non-refund airline – once a booking has been made we will not refund the price of your ticket. Changes to your flight timings may be made but these must be made at least 48 hours before the flight and a fee of £10 per passenger per flight will be charged. Requests for same-day of booking refunds may also be considered.

Weather

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. Refreshments and accommodation vouchers will not be provided for delays due to weather conditions. If a flight is cancelled due to weather Blue Islands will book passengers on its next flight with available seats. If a passenger chooses not to take the next available flight, cancels or makes alternative travel arrangements a refund will not be given.

Other cancellations

In the event that your seat is cancelled due to your flight not operation for technical reasons or other non-weather related reasons, you are entitled to cancel your seat and receive a full refund on the cancelled and the return leg. Blue Islands will re-book passengers onto its next available flight but it is not responsible for providing an alternative means of travel to the original destination or providing accommodation for delayed or cancelled passengers.

Flight Changes

Flight departure dates and flight return dates may be changed on payment of an administration fee of £10 per passenger, per one-way flight up to 24 hours before the scheduled time of departure of that flight.

Check-in

Check-in desks will open 1 hour before the scheduled time of departure (40 minutes in Alderney). Passengers who present themselves later than 40 minutes prior to scheduled time of departure (25 minutes inter-island) will not be accepted for

travel, and will forfeit their seats. No refund, credit, or free transfer will be given.

Passports and Identification

Passports are not required for travel between the UK and Channel Islands, but a form of photo ID, i.e. passport or driving licence, is now mandatory for security purposes and will be required at check-in. A passport is required for all flights to or from Saint Brieuc. Passengers without the required identification will be denied boarding and will not be entitled to a refund.

Baggage allowance

Due to the size of our aircraft we have to strictly enforce baggage restrictions. Each passenger occupying a seat is permitted a 15kg baggage allowance including hand baggage. The maximum size of baggage permitted is a total of 62" (length x width x height), e.g. 32"x16"x14". Excess Baggage over the standard allowance may be accepted if we are notified in advance but we cannot guarantee to carry oversize or excess baggage (particularly golf clubs or fishing equipment) on every flight. Any excess baggage will only be carried to the destination airport on the next flight with available space and collection and insurance of the baggage remains the responsibility of the passenger. Excess Baggage will be charge for prior to departure, currently at a rate of £2 per kilo.

Passengers with Special needs or disabilities and wheelchairs

We will always try to accommodate passengers with special needs; however, restrictions placed upon us by the type of aircraft in service may mean we cannot cater for all requirements. Passengers with special needs who book their seats over the telephone must advise the company of their requirements at the time of booking. Passengers purchasing seats over the Internet must then contact the company quoting their Confirmation Number, to give details of their requirements. Passengers' folding wheelchairs will be carried free of charge in addition to their normal baggage allowance wherever possible. However, due to the limited baggage space available, the special needs procedure outlined above will need to be followed. We must be notified in advance, as there may be insufficient space to allow carriage of your wheelchair on the same flight.