

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

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.

Do not 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 your 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.

HOLD BAGGAGE

Each person that has booked hold luggage is allowed one piece with a 20kg 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

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

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