

IMPORTANT INFORMATION

Photographic Identification

All passengers over the age of 16 years are required to provide photographic ID at the check-in desk or the departure gate. Acceptable forms of ID include:

- Valid Passport
- Valid citizen card
- Valid Photographic driving license
- Valid Student card
- Valid Armed Forces ID card
- Valid Airport/airline employee's security ID pass
- Valid Police warrant card/badge

Check-in and Boarding

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.

Luggage

Your fare includes 1 piece of baggage with a weight limit of up to 20kg.

In addition, you may also carry on-board one standard-sized bag - maximum size of the bag, 56x45x25cm (22x18x10in) up to 10kgs in weight plus one laptop or briefcase. You must be able to lift your bag unaided into the aircraft overhead locker. Excess baggage is carried on a standby basis only.

Carriage will only take place if there is sufficient space available, in the aircraft hold and will be subject to a charge currently £65 per bag.

Passengers may carry 1 pushchair or pram and 1 car seat for each child or infant. There is no charge for the carriage of pushchairs or car seats.

Seats

Free seat choice when you check-in, from 24 hours before departure.

Pre booked seats, reserved at time of booking up to 25hrs before departure and standard seat price starts from £8.00 per person, per flight.

Changes/Cancellations

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

British Airways need to know if you have additional needs before you travel, so that British Airways can provide you with the necessary assistance throughout your journey, please contact reservations on 01534 496600, if:

- You have a disability
- You need to book a wheelchair
- You have mobility difficulties.

To ensure that we can make the necessary arrangements, you must tell us about your needs, no later than 48hrs before travel.