



## **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 (expired up to 2 years)
- 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 90 minutes before the scheduled departure time and close 30 minutes prior to scheduled 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.

### **HOLD BAGGAGE**

Each person that has booked hold luggage is allowed one piece with a 15kg 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 55cm x 35cm x 20cm, 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**

Depending on the type of ticket purchased, various charges will apply to change your reservation.

You can change the date or time of your booking up to 48 hours before the scheduled departure date, please contact our reservations team on 01534 496600.

### **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