

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

EasyJet requires online check-in, this can be done up to 30 days prior to your trip by yourself or if you wish we can assist and do this upon your behalf (please contact us 01534 496 600.)

If you are checked in online, and have booked hold luggage you must go to bag drop, the desks are open 2 hours prior scheduled flight departure time. Please make sure that you arrive at the departure gate in plenty of time to board your flight.

The boarding gate closes 30 minutes prior to the schedule time of departure. Passengers who present themselves at the gate less than 30 minutes prior to the scheduled time of departure will not be accepted for travel and will forfeit their seats.

Luggage

If you have added baggage when making your booking your allowance is:

- One standard size cabin baggage, measuring 45 X 36 X 20 cm (including handles and wheels). The bag must fit under the seat in front of you.
- Standard hold luggage allowance is 23kg per passenger.

A fee of £10 per kilo for excess weight is charged at airport.

Special Assistance

If you require any additional assistance, please contact C.I. Travel Group on 01534 496 600 at least 48 hours before your scheduled departure time of your flight.

Please ensure you check-in at least 90 minutes prior to your flight if we have arranged assistance for you.

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.

You can change the name or flight details in your booking. A fee will be charged per passenger, per one-way flight for any change that is made.

Please note that for both name and flight changes you will need to pay the difference in any cost between the cost of the flight at the time of booking and the cost of the same flight at the time the change is made.

Changes can be made up to 2 hours prior to the scheduled departure time of your flight.

No refund will be made if the cost of the flight is lower at the time of the change than at the time of booking.

Please contact C.I. Travel reservations on 01534 496600, for any flight changes.