

IMPORTANT INFORMATION

Passports and Identification

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

- Valid Passport
- Valid Citizen card
- Valid Photographic driving licence
- Valid Student card
- Valid Armed Forces ID
- Valid Police warrant card/badge
- UK council issue bus pass (senior citizens only)

Check In and boarding

Jet2.com now requires online check-in, you can do this yourself or ask us at C.I. Travel Group to do this upon your behalf up to 28 days in advance of your trip.

Please note that Jet2 flights between Manchester and Jersey depart from Terminal 1.

Bag Drop: If you are checked in online and you have hold luggage with your ticket head to any Jet2 check in desk and you can check in your bags, after which you may proceed through security.

The boarding gate closes 45 minutes prior to the scheduled time of departure, passengers that arrive to the gate after 45 minutes will not be accepted to travel and will forfeit their seats.

Baggage Allowance

The baggage allowance is 22kgs for each travelling customer (excluding infants) and one small piece of hand baggage weighing no more than 10kg and dimensions not in excess of 56x45x25cm, including wheels and handles.

Any piece of baggage that does not meet these requirements will need to be checked in as hold baggage and the relevant fee will be charged. It is not possible to use your hand baggage allowance against your checked baggage allowance or vice versa.

Subject to availability and at **Jet2.com's** discretion passengers may check-in excess baggage, on payment of the relevant charge.

The charge is currently £12 per kilo. If you are planning to travel with excess baggage, please allow extra time to complete the check-in process.

Seat Allocation

For a charge we can allocate preferred seats, including extra leg room seats (subject to availability.) Alternatively, seats will be allocated at check-in, on a first come, first served basis. The charge is variable depending on the flight and is between £7.99 and £24.99 per person per sector. Please contact C.I. Travel Group on 01534 496 600 to make any changes.

Changes to Reservations

No refunds will be permitted should you decide to cancel your flight. However, we do permit certain changes to flights.

Flight dates, times and customers' names are changeable subject to availability within current published schedules. However, route changes are not permitted.

All changes are subject to successful completion of the change and payment of our current change fee charges.

You can change the date or time of your booking up to 5 hours before the scheduled departure date, please contact our reservations team on **01534 496600**.

The cost to make a name or date change is £35.00 per person per one-way flight. In addition, where a change of person has been made or a date has been changed, any increase between the fare, taxes, fees and charges originally paid and the current available fare, plus any difference in the taxes, fees and charges per sector at the time of making such a change, will be charged.

If the fare has decreased, no refund will be paid.