

IMPORTANT INFORMATION

Flybe does not issue conventional flight tickets. All you need to do is to quote your booking reference and show proof of identification when you check-in for your flight.

Please make sure you read the following information and check your travel details.

Photographic identification

All passengers on international flights must have a valid passport and where required valid visa. Children who are not included on their parent's passport will require their own valid passport for travel abroad. British and Irish citizens must have a form of photographic ID which proves their nationality/citizenship for immigration purposes.

On domestic routes, adults must carry some form of official photographic identification but children under the age of 16 do not need to show ID. The adult they are travelling with can vouch for the infant's/child's identification, providing the relevant photo ID is shown (by the adult).

Check-in

Check-in minimum 1hour before scheduled departure. Please make sure that you arrive at the departure gate in plenty of time to board your flight.

Depending on the layout and operation of each airport, the boarding gate may close up to 30 minutes before the scheduled time of departure.

Don't forget to allow time for airport security checks, and for what, in larger airports, may be a long walk to the gate. If you miss your flight we will be unable to refund your ticket or transfer you to another flight.

Baggage

Your fare includes 1 piece of baggage with a weight limit of 20kg. In addition, you may also carry onboard 1 piece of hand baggage, the maximum permitted dimensions including wheels & handles for this item are 55 x 35 x 20cm and it should not exceed 10kg in weight.

Excess baggage is carried on a standby basis only. Please contact C.I. Travel reservation on 01534 496600 for further information. (excess baggage will be charged at £15 per kg, per sector) All baggage allowances are personal and cannot be combined.

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

All passengers are pre-assigned seats at check-in. Flybe make every effort to seat passengers together when they are on the same booking, however this is not guaranteed.

All passengers may prebook their seats at an additional cost. Pre-booked seating may not be available on all flights. Passengers travelling with infants may be moved to alternative seats for safety reasons.

The charges for pre booked seats are per passenger, per sector and will incur debit and credit card charges.

- Standard seat is £8 per person per sector
- Exit seat is £16 per person per sector. (suitable for able bodied passengers only)

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 the 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 C.I. Travel reservations on 01534 496600.

The applicable fees for changes must be in line with the cost of the ticket on the day the change is made, 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.

On arrival at the airport, you make yourself known to airport staff. Passenger Assistance Points are signposted throughout the airport and are generally located within the car parks, taxi rank and bus stops, as well as within the departure area of the terminal.

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.