

## **Passenger Service Information**

### **Infants and Children**

Definitions for carriage:

Infant – 2 weeks old up to day prior to 2<sup>nd</sup> birthday

Child – 2 years old up to day prior to 12<sup>th</sup> birthday

If an infant turns two years old after the outward journey but before the return journey a seat must be purchased for the return. Children must occupy and therefore purchase a seat.

### **Expectant Mothers**

Expectant mothers may travel up to the end of their 30<sup>th</sup> week of pregnancy without a need for medical clearance. A Doctors medical certificate is required for those that are travelling after their 30<sup>th</sup> week. Travel is permitted up to the end of the 36<sup>th</sup> week (or the 32<sup>nd</sup> week in case of multiple births (ie twins)). Remember that the restrictions also apply to the return flights.

### **Buy-on-Board Service**

This is a Buy-on-Board service. The Food Menu has been created in partnership with Marks & Spencer and includes a selection of sandwiches, savory and sweet snacks. Hot, cold and alcoholic drinks are also available.

### **Hold Baggage Allowance and Excess Charges.**

Hold baggage allowance is 23kgs (can be made up of one or two bags), plus ski/snowboard carriage £60 per bag. Infants have a 10 kgs allowance plus a collapsible pushchair. BA do not permit pooling or sharing of baggage allowances even within a party travelling on the same booking. In event that the allowance is exceeded an excess charge may apply to overweight bags (maximum weight must never exceed 32 kgs). Where a second bag causes the allowance to be exceeded an excess charge of GBP 36 per sector applies.

### **Hand Baggage Allowance**

One piece of Cabin Hand baggage is allowed with maximum dimensions of: 56cm x 45cm x 25cm. In addition a smaller personal bag may be carried with maximum dimensions of: 40 x 30 x 15cm. Maximum combined weight not to exceed 10 kgs. Hand baggage must be able to be stowed underneath the seat or in the overhead locker.

### **Ski and Snowboard /Ski Boots Carriage**

One set of skis and poles (in one bag) and boots (packed separately) OR a single snowboard is £60 per person above the normal baggage allowance. Ski boots should always travel in the hold. Passengers taking only ski boots may take them free of charge if within their baggage allowance of 23kg. Otherwise they are liable to be considered as excess baggage and charged as an additional item of baggage (GBP 36 per sector).

*This applies to items notified in advance. Any skis/snowboards that are presented at check-in without advance notice even if within the limit may be subject to excess baggage charges.*

## **Lost/Damaged Baggage Claims**

In the unlikely event that baggage has been delayed and/or damaged any claim must be submitted in writing. Passengers must always complete a Property Irregularity Report (PIR) that will be supplied on request by the handling agent at the destination airport. Passengers should include all relevant receipts together with the baggage reference number. A baggage tracking and claim service is provided online at <https://www.britishairways.com/en-de/information/baggage-essentials/lost-and-damaged-baggage/reporting-baggage-problems>

## **Special Assistance**

Any special assistance required must be requested at least 48 hours prior to departure. All requests should be sent to Just Flights – see contact details below.

## **Broken Limbs and Medical Conditions**

All such cases should be notified to Just Flights. In general providing the passenger concerned has a Doctors' fit to fly certificate they will be allowed carriage. Passengers travelling with a plaster cast that has been fitted within 48 hours of travel must ensure that the cast is split prior to travelling to allow for swelling, Full details of BA policy and downloadable forms are available at: <https://www.britishairways.com/en-es/information/atom/special-assistance/medical-conditions>

## **Stretcher Cases**

Stretcher cases cannot be accommodated on BA charter flights. Separate arrangements must be made by the medical company/insurer to transport the passenger.

## **Lost Passports**

Passengers who have lost their Passports overseas should now apply online for an ETD (Emergency Travel Document) from GOV.UK. See <https://www.gov.uk/emergency-travel-document> which provides details on how to apply and a link to the online application form.

## **Check-in**

Currently BA are unable to offer automated or on-line check-in on their charter flights. Passengers should therefore use the manual check-in desks at the airport.

## **Executive Club Members & Avios & Tier Points**

Executive Club members will be able to use permitted services within the airport, however there will be no provision for accruing Avios or Tier Points or other in-flight benefits (such as choice of seat/s or cabin upgrades).

Please note that the information contained in this document is subject to change by BA without notice.