



Passenger Service Information

Infants and Children

Definitions for carriage:

Infant – 2 weeks old up to day prior to 2nd birthday

Child – 2 years old up to day prior to 12th 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 27th week of pregnancy without a need for medical clearance. A Doctors medical certificate is required for those that are travelling after their 27th week. Travel is permitted up to the end of the 36th week (or the 34th week in case of multiple births (ie twins)). Remember that the restrictions also apply to the return flights.

Buy-on-Board Service

There is a wide assortment of tasty snacks, hot and cold drinks and alcoholic beverages available on board most **Jet2.com** flights.

In-flight meals can be booked via our white label site. We change our in-flight menu periodically throughout the year and meal types also vary also according to flight times. For earlier morning flights, we serve a hot cooked breakfast with an assortment of cold breakfast items. For flights departing later in the day passengers will be served with a three course meal.

Hold Baggage Allowance and Excess Charges.

All passengers (excluding infants) booked as part of a tour operator allocation are entitled to one hold bag weighing 22kg per person.

Hand Baggage Allowance

You may carry on board one piece of unchecked cabin baggage free of charge which must be no more than 10kg in weight and no larger than 56cmx45cmx25cm, including all wheels and handles. Should your cabin baggage be larger than these dimensions or weigh in excess of 10kg, you must check this in as hold baggage for which there will be an additional charge which you must pay. You may also be permitted to bring an additional, small item of cabin baggage on board (such as a handbag, laptop bag or airport purchase) provided that such items can be reasonably carried on board, either in the overhead compartment or under the seat in front of you.

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 travel in the hold or as your main piece of hand luggage.

Passengers taking only ski boots may take them free of charge if within their baggage allowance of 22kg. Otherwise they are liable to be considered as excess baggage and charged as an additional item of baggage (GBP 12 per kilo).

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.

Broken Limbs and Medical Conditions

We recommend that you contact your insurance company in the first instance.

If the plaster cast has been fitted for more than 48 hours at the time of travel and there are no complications, then there are no restrictions on travel. Casts should be loosely fitted to allow for expansion and swelling at high altitudes.

If the plaster cast has been fitted within 48 hours of your flight then we will require a Fit To Fly signed and dated by a medical professional, you may then travel with a split cast providing that you are able to exit the aircraft unaided, have a companion to assist or have been pre approved by our Assistance Team on +44 (0) 800 408 5591 or +44 (0)203 059 8337 if calling from overseas for further information (Open Mon – Fri 08:00 – 21:00 and Sat – Sun 09:00 – 18:00) .

If the break has needed surgery or there have been additional complications, then we will need to obtain a Medical Information Form via our Assistance Team on +44 (0) 800 408 5591 or +44 (0)203 059 8337 if calling from overseas for further information (Open Mon – Fri 08:00 – 21:00 and Sat – Sun 09:00 – 18:00) .

In all cases you need to be able to bend your knee to enable you to sit in the aircraft seat.

Stretcher Cases

Stretcher cases cannot be accommodated on Jet2 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

Jet2.com is a ticketless airline. Passengers booked as part of a tour operator allocation do not require a ticket for travel and can check in using their passport only as identification providing that their names have been pre-entered into our system via our manifest upload procedure.

Passengers can either check in on line using the white label site or check in at the airport.

Please note that the information contained in this document is subject to change by Jet2 without notice.