

These terms (these “**Terms**”) tell you information about Us and set out the legal terms and conditions on which We contract with You for the purchase by You of flights operated by easyJet Airline Company Limited, easyJet Europe Airline GmbH and easyJet Switzerland S.A. These Terms should be read in conjunction with, and incorporate:

- Our [Privacy Policy](#), which sets out how We may use Your data;
- Our [Terms of Use](#), if You use Our website; and
- Any Confirmation Document or conditions of carriage set out in Your electronic ticket.

Please read these Terms carefully and make sure that you understand them before ordering any Flights from Us.

In addition, you will be bound by the following terms if you acquire the following additional services (each, an “**Additional Service**“):

- where you have purchased Car Rental, the Europcar terms and conditions applicable at the point you make that purchase;
- where you have purchased an easyJet Holiday, the terms and conditions set out for UK residents and for non-UK residents applicable at the point you make that purchase;
- where you have booked Hotels, the terms and conditions set out at [hotels.easyjet.com](https://hotels.easyjet.com) applicable at the point you make that booking; and
- where you have purchased insurance, the terms and conditions set out at [travelinsurance.easyjet.com](https://travelinsurance.easyjet.com) applicable at the point you make that purchase. easyJet Travel Insurance is underwritten by Zurich Insurance plc and arranged by easyJet Airline Company Limited and Collinson Insurance Services Limited. easyJet Airline Company Limited is an Appointed Representative of Collinson Insurance Services Limited which is authorised and regulated by the Financial Conduct Authority with firm reference number 311883.

For further information about flying with Us, You may find it helpful to consult our [Frequently Asked Questions \(FAQs\)](#).

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## 1. Definitions

1.1 As You read these Terms, please note that the following phrases shall have the following meanings:

**“Advanced Passenger Information”** means additional information required as set out in Article 27 (*Advanced Passenger Information*);

**“APD”** means United Kingdom Air Passenger Duty and is an HM Revenue & Customs excise duty and/or any equivalent government (United Kingdom or otherwise) tax levied directly on Passengers;

**“Airport Authority”** means the owner and/or operator of an airport at which We operate;

**“Airport Staff”** means a member of ground and/or airport staff or an agent acting on Our behalf;

**“Allocated Seating Charges”** means the charges payable for any preferred seating in accordance with Article 14.5 (*Allocated Seating*);

**“Applicable Law”** means all laws, statutes, regulations, edicts, bye-laws, mandatory codes of conduct and mandatory guidelines, including the Convention, applicable to the Booking, the carriage and any other services We provide to You pursuant to these Terms;

**“Baggage”** means Your personal property accompanying You in connection with Your trip. Unless otherwise specified, it includes both Your Cabin Baggage and Your Hold Luggage;

**“Baggage Identification Tag”** means a document issued by Us solely for identification of Hold Luggage;

**“Booking”** means a booking made by You or on Your behalf for the purchase of a Flight, and/or the purchase of a Flight and Additional Services, and which is accepted by Us in accordance with these Terms;

**“Booking Reference”** means the alphanumeric locator You are given by Us to identify and confirm each Flight reservation made by You or on Your behalf;

**“Booker”** means the adult of at least 18 years of age who acts as agent for all Passengers in the Booking and makes the Booking in their own name or in their name and other Passenger’s names, including a large number of Passengers, and who undertakes the obligations set out in Articles 3.1.4 and 3.1.5 (*General*);

**“Cabin Baggage”** which is equivalent to hand luggage and includes all personal items taken onboard by a Passenger and is any Baggage that is not Hold Luggage;

**“Carrier”** or **“easyJet”** or **“We”**, **“Us”** and **“Our”** means either:

(a) easyJet Airline Company Limited (Registered No 3034606) having its registered office at Hangar 89, London Luton Airport, Luton, Bedfordshire, LU2 9PF;

(b) easyJet Europe Airline GmbH a company with its seat in Vienna, registered in the Austrian companies register (*Firmenbuch*) under company number FN 452433 v, whose head office is at Wagramer Straße 19, 1220 Vienna, Austria;

(c) easyJet Switzerland S.A. having its registered office at Route de l'Aéroport 5, 1215 Geneva 15, Switzerland, or

(d) another carrier as advised to You, as applicable,

depending on the relevant Flight, as set out in Article 2;

**"Confirmation Document"** means the confirmation page, email and/or letter from easyJet to You setting out the details of Your Booking and any special terms and conditions applicable to Your Booking;

**"Convention"** means whichever of the following instruments are applicable:

(a) the Warsaw Convention 1929;

(b) the Warsaw Convention as amended at The Hague on 28 September 1955;

(c) the Warsaw Convention as amended at The Hague and by Additional Protocol No.4 of Montreal (1975); and

(d) the Montreal Convention (1999),

as supplemented by the Guadalajara Convention (1961) where applicable;

**"Customer Services Desk"** means Our customer services desk or customer services desk run for and on behalf of easyJet at an airport;

**"Customer Services Team"** means easyJet's customer services team, the details of which are set out in Article 30 (*Contact Us*);

**"Days"** means calendar days, including all seven days of the week; provided that, for the purpose of notification, the day upon which notice is dispatched shall not be counted;

**“Disclosed Agency”** or **“Disclosed Agent”** means that We notify you that we are acting on behalf of a third party supplier rather than easyJet, such as a hotel or car hire supplier. Each supplier will have its own terms and conditions which govern its products which are applicable to You in addition to these Terms;

**“EC Regulation”** means Council Regulation 2027/97 on air carrier liability in the event of accidents as amended by European Parliament and Council Regulation No. 889/2002;

**“easyJet Flexi”** means any flexible fare offered by the Carrier which is governed by its own applicable fare conditions and which may be known by a promotional fare name such as FlexPlus, FlexSaver, etc;

**“Fare”** means the amount paid or to be paid for the relevant Flight and (where applicable) may include additional fees, taxes and/or surcharges (including fees for the use of a licensed third party booking system), but excluding Passenger Duty as set out in Article 5.2 (*Taxes and Charges*);

**“Flight”** means a single flight operated by the Carrier from one airport to another airport;

**“Hand Baggage”** which is equivalent to cabin luggage and includes all personal items taken onboard by a Passenger and is any Baggage that is not Hold Baggage;

**“Hold Luggage”** means Baggage of which We take custody which is stowed in the aircraft hold and for which We have issued a Baggage Identification Tag;

**“Holiday”** means a Booking which contains a Flight and accommodation sold to You at the same time at an inclusive price with payment being made by You;

**“Hotel”** means the accommodation booked through easyJet;

**“IATA Designator”** means the two or three characters or letters published by IATA which identify each airline;

**“ICAO Designator”** means the three characters or letter published by ICAO which identify each airline;

**“Lead Passenger”** means the name of the first Passenger in a Booking;

**“Large Families”** means a family that has been declared as such under article 12 of Act 40/2003 of 18 November regarding the protection of large families;

**“Minor”** means a Passenger under 14 years of age;

**“Passenger(s) or “You,” “Your” and “Yourself”** means any person or persons, except members of crew, carried or to be carried in an aircraft with Our consent.

**“Passenger Duty”** means any taxes or charges imposed by any Government or other authority, which We are obliged to pay on Your behalf in respect of Your Flight. For example, UK Passenger Duty is referred to as APD;

**“Registered Member”** means a Passenger who has completed an easyJet registration process by creating an account on [MyeasyJet.com](https://www.easyjet.com/myeasyjet);

**“Sales Desk”** means Our sales desk or a sales desk run for and on behalf of easyJet at an airport;

**“Special Drawing Rights”** is an international monetary unit of account (fixed by the International Monetary Fund (“IMF”)), the value of which fluctuates daily by reference to a basket of major currencies used in international trade and finance as determined by the IMF;

**“Sports Equipment”** means Baggage which qualifies as sports equipment as set out [here](#);

**“Supplier”** means a third party provider offering services through the Carrier;

**“Tariff”** means the Fares, rates, charges and conditions applicable pursuant to these Terms; and

**“Website”** means any internet site operated by easyJet where online reservations can be made.

1.2 We have used headings to help you understand these Terms and to easily locate information.

1.3 In these Terms, any reference to a statute, statutory provision, subordinate legislation, code or guideline (**“legislation”**) is a reference to such legislation as amended and in force from time to time and to any legislation which re-enacts or consolidates (with or without modification) any such legislation.

1.4 A reference to **“Article”** in these Terms means an article of these Terms.

1.5 References to **“Up Front”** and/or **“Extra Legroom”** seats are to the types of seats made available for purchase at an additional price during the order process.

## 2. Carrier Details

2.1 Subject to clause 2.2, all Flights are operated by easyJet Airline Company Limited, easyJet Switzerland SA or easyJet Europe Airline GmbH. Unless we inform you otherwise:

2.1.1 Flights listed with a prefix of ‘EZY’ are operated by easyJet Airline Company Limited;

2.1.2 Flights listed with a prefix of ‘EZY’ are operated by easyJet Switzerland SA.

2.2 If for any reason the operating air carrier is any company other than easyJet Airline Company Limited, easyJet Switzerland SA or easyJet Europe Airline GmbH, we will notify you at the earliest opportunity. Such carriage will continue to be governed by these Terms.

2.3 Our name and address may be abbreviated (either by reference to the relevant IATA Designator or otherwise) on any of Our documents of carriage or on the Website. The details of Our registered offices are as follows:

2.3.1 for easyJet Airline Company Limited:

Registered office:

easyJet Airline Company Limited

Hangar 89, London Luton Airport

Luton, Bedfordshire

LU2 9PF

United Kingdom

VAT number: GB 745360825

2.3.2 for easyJet Europe Airline GmbH:

Registered office:

easyJet Europe Airline GmbH

5Wagramer Straße 19

1220 Vienna

Austria

AT U72316013

2.3.3 for easyJet Switzerland SA:

Registered office:

easyJet Switzerland S.A.

5 Route de L'Aéroport

1215 Geneva 15

Switzerland

VAT number: CH 106.034.481

### 3. Applicability

#### 3.1 **General**

3.1.1 These Terms govern any Booking You make with Us and govern any liability We may have in relation to that Booking, with the exception of any Flights We operate on a Disclosed Agency basis. In addition to these Terms, each Supplier will have its own applicable terms and conditions, which govern the sale of its products and services. Please ensure that You have read both these Terms and the terms and conditions for any Additional Services supplied by the relevant Suppliers, before You complete Your transaction with Us.

3.1.2 We strongly advise that You read these Terms and the terms that apply to any Additional Services you wish to purchase. This information is available by clicking the hyperlinks above, through Our Website and copies may be printed or downloaded from Our Website, or obtained from Our offices at the addresses set out in Article 2 (*Carrier Details*), from the relevant Supplier and at Our airport Sales Desk or Customer Services Desk (where available).

3.1.3 Any order you place with Us for a Booking will constitute an offer to us on these Terms. If We accept Your offer Our internal reservations system will create a Booking (including a Booking Reference) which is then sent to You as a Confirmation Document via an email or via post for Your records. Once the Booking has been made in Our reservations systems, there is a binding contract in place between You and Us where We are acting as principal or between You and the Supplier of the service or product You have purchased through Us where We are acting as Disclosed Agent. Please check the Confirmation Document very carefully. If the Confirmation Document indicates any discrepancies or it is not what You

think You ordered or if You do not receive a Confirmation Document after You believe You have completed Your Booking, please contact Us immediately.

3.1.4 When You make a Booking, We will ask You for a booking name to be known as the Booker. You have to be at least 18 years old to be the Booker and:

(a) accept these Terms on behalf of the Passengers named in the Booking;

(b) be responsible for receiving and relaying any and all communications/correspondence (including changes, amendments and cancellations) from Us or Our Suppliers concerning the Booking to all Passengers named in the Booking;

(c) where the booker is not a Passenger, You agree on request to provide Us with the contact details of the Lead Passenger on the booking who will be contactable by Us for the purposes of advising disruption events including delays and cancellations;

(d) acknowledge that You have the consent of each Passenger to receive any refund and, where applicable, incidental expenses or compensation due and payable under the Booking. When a Booking is made by a third party (including booking systems), the third party (e.g. travel agent) will act as the Booker and undertakes all the rights and obligations of the Booker on behalf of the Passengers named in the Booking; and

(e) acknowledge that any other Passengers on the same Booking may make subsequent changes to it, having passed through the requisite data protection security questions and confirmed to us that they have Your consent to make such changes. Acting in good faith upon the answers to our data protection security questions, We shall not be liable for having made such changes if, without our knowledge, Your consent had not been so given (please see 4.1.1. below).

3.1.5 You recognise that Your personal data has been given to Us for the purposes expressed in Our Privacy Policy and, in providing Us with Your contact details as the Booker and/or in providing the Booker with the authority to act on Your behalf, You consent to Our use of these contact details in all later correspondence, between the Booker and Us or Our Suppliers. Please ensure that the contact details of the Booker provided to Us are correct, and advise Us immediately if those details change.

3.1.6 easyJet is a point-to-point carrier and does not operate a connecting flight service for onward travel using Our Flights or the flights of other carriers. If You have booked an onward Flight with easyJet, this represents a separate contract of carriage. We do not guarantee or accept liability for missed onward carriage on a subsequent Flight or on the flights of other carriers. Where You choose to book such an onward Flight or flight on another carrier, You are responsible for ensuring that You comply with any and all check-in, baggage and travel documentation requirements on a subsequent Flight or on the flights of other carriers. Where You choose to book such an onward Flight or flight on another carrier, You are responsible for ensuring You comply with any and all online check-in, baggage and travel documentation requirements on a subsequent Flight or on the flights of other carriers. For the avoidance of doubt, as easyJet is a point-to-point carrier, we require that You or any passenger on Your Booking who requires a visa to enter the UK to hold that valid visa when travelling to the UK on a Flight, whether or not You or any other passenger on Your Booking intend to transfer on to a connecting flight service.

## **3.2 Charters**

If carriage is performed pursuant to a charter agreement, these Terms apply only to the extent that they have been incorporated by reference in the terms of the charter agreement and/or the charter ticket.

### 3.3 Overriding Laws

If these Terms are inconsistent with any Applicable Law that apply to Your contract of carriage with Us (such as the Convention), that Applicable Law will apply.

### 3.4 Additional Services

Notwithstanding Article 3.1 (*General*), if in the course of concluding the contract of carriage by air We also agree to make arrangements with third parties for the provision to You of Additional Services, We shall make such arrangements only as the Supplier's agent and shall have no liability to You (except for any negligence on Our part) in making such arrangements. Prices offered for such Additional Services are offered by the relevant third party provider and acceptance of the quote authorises easyJet to make full payment of the cost to the relevant third party on Your behalf.

## 4. Bookings

### 4.1 Changes to Your Booking

4.1.1 If You wish to change Your Flight or the Passenger to be carried You may do so in the circumstances provided in these Terms, upon payment of the fees specified in our [Fees and Charges](#). If, in good faith, We either a) provide carriage to a person purporting to be entitled to it under a Booking or b) make any refund to a person who We reasonably believe is entitled to that refund, We shall not be liable to any other person who purports to be entitled to carriage under that same Booking or entitled to a refund, in accordance with Article 6 (*Refunds and Cancellation Fees*).

4.1.2 Where a Passenger wishes to make a change to their Booking, this Article 4 (*Bookings*) shall apply where the Passenger(s) has created a Booking Reference for Flights only. Where Passengers have purchased any Additional Services and they would like to change any part of their Additional Services, this Article 4 (*Bookings*)

shall apply in addition to the terms and conditions of any Additional Services supplied by the relevant Suppliers.

## 4.2 **Validity**

A Booking is only valid for the Passenger(s) named and the Flight for which the reservation was originally made, or as subsequently changed, and accepted by Us in accordance with Article 4 (*Bookings*).

## 4.3 **easyJet flights to / from Berlin Tegel**

easyJet flights to and from Berlin Tegel Airport are subject to the prior approval of the European Commission for the partial takeover of Air Berlin PLC by easyJet (see our latest travel information at <https://www.easyjet.com/en/help/preparing-to-fly/latest-travel-information>). We have the right to unilaterally terminate the contract for flights to and from Berlin-Tegel Airport if the approval has not been granted. We undertake to notify the customer promptly in the event the approval is not granted. We also undertake to reimburse the customer for the payment made in respect of the booking without undue delay."

## 5. Fares

### 5.1 **General**

5.1.1 Fares apply only for carriage from the airport at the point of origin to the airport at the point of destination. Fares do not include ground transport services between airports and between airports and town terminals. Fares will be calculated in accordance with the applicable Tariff available on the date the Booking is made for the Flight or Flights concerned. Should You wish to change Your Flight or any part of Your itinerary there may be additional fees payable in accordance with Article 6 (*Refunds and Cancellation Fees*), Article 7 (*Reservations*), Article 8 (*Name Changes*) and/or Article 9 (*Flight Transfers & Flexible Fares*) specified in [Our Fees and](#)

**Charges.** Please refer to Article 14.5.1 (*Allocated Seating*) for information on Allocated Seating Charges (*Allocated Seating*).

5.1.2 Under certain circumstances customers transacting with payment cards on a cross-border basis may incur additional fees levied by their card issuer. Any query relating to these credit card fees should be taken up with the card issuer.

## **5.2 Taxes and Charges**

Any taxes or charges imposed by any Government or other authority, which We are obliged to collect from You or pay on Your behalf in respect of Your Flight will be payable by You to Us in addition to the Fare. Such taxes and charges imposed on air travel are constantly changing and can be imposed after the date that Your Booking has been made. These amended amounts will not be marked on Your Confirmation Document. If any such tax or charge is introduced or increased after the Booking has been made and before You travel, We will pass that cost onto You where We are permitted by Applicable Law to do so and You will be obliged to pay it prior to departure. Any such charges, fees or taxes in addition to the Fare may be levied on You via deduction of such charges from the credit card or debit card used to make Your Booking or at an airport. Failure to make payment may affect Your ability to fly with Us.

## **5.3 Currency**

Fares and charges are payable in any currency in which the Fare is published unless otherwise agreed by Us.

## **6. Refunds and Cancellation Fees**

### **6.1 General**

6.1.1 We offer fares that are generally non-refundable except as provided in these Terms. We are, however, under a legal duty to provide you with a service that is in

conformity with these Terms. Nothing in these Terms affects your statutory rights (including but not limited to Regulation (EC) No 261/2004). Advice about your statutory rights is available from your local Citizens' Advice Bureau or Trading Standards Office.

6.1.2 All refunds shall comply with Applicable Law. Refunds will normally be made in the currency in which the Booking was paid, unless otherwise agreed by easyJet.

6.1.3 In circumstances where You accept an alternative to a refund the relevant terms will apply to that alternative. A cancellation can only be processed up to two hours prior to the Flight's scheduled departure time.

## **6.2 Cancellations within 24 hours of making the Booking**

6.2.1 You may cancel Your Booking within 24 hours of making the original Booking (save that no cancellation can be made within two hours of the Flight time) and receive the applicable refund (including any applicable Passenger Duty) but excluding a cancellation fee as listed in [Our Fees & Charges](#).

6.2.2 If You cancel Your Booking within 24 hours after making Your Booking, the refund will be made via credit card, a credit to Your bank account or via cheque. Refunds will not be made in cash.

6.2.3 If the Booking has been made with the Carrier, the Booking may be cancelled on our Website or by telephoning the Carrier's Customer Service Team. If the Booking has been made with a Third Party, You must contact this Third Party to cancel the Booking.

## **6.3 Cancellations not made within 24 hours of Booking**

If You cancel Your Booking 24 hours after You have made the Booking, the right to fly shall be extinguished and no refund will be paid, other than a refund of any applicable Passenger Duty. We reserve the right to make the seat(s) previously

secured under Your Booking available to other passengers upon cancellation. If the Booking has been made with the Carrier, cancellations made 24 hours after the Booking's creation can only be made via telephoning [Our Customer Services Team](#). We do not offer refunds in the event of passengers being unable to fly owing to any change in personal circumstances, including but not limited to medical grounds, save as set out in Article 6.2 (*Cancellations within 24 hours of making the Booking*).

#### **6.4 Refunds of Passenger Duty**

If after having made a Booking You do not fly with Us, whether or not a refund or credit to the value of the Fare is payable, You will be entitled to claim a refund of any applicable Passenger Duty paid by You in accordance with Article 5.2 (*Taxes and Charges*), which as a consequence We have no obligation to pay to any government or other authority on behalf of which we collect Passenger Duty.

#### **6.5 Refund made only to Booker**

6.5.1 We shall effect any refund payable under these Terms either to the original method of payment of the Booker or a different method of payment also in the Booker's name, if the original method of payment is no longer available.

6.5.2 A refund made to anyone presenting themselves as the Booker, via the use of the relevant Booking (including Booking Reference) or any other documentation provided by Us in relation to the carriage and in relation to whom We have no reason to believe is not the Booker, shall be deemed a proper refund and shall discharge Us from liability and any further claim for a refund by the Booker or any Passenger and/or other member of the booking party.

### **7. Reservations**

#### **7.1 Booking Your Flight**

7.1.1 Flights can be booked via the Website, a licensed third party booking system, by phoning Our Customer Services Team or at the airport via Our Sales Desk or Customer Services Desk (where available), but excludes unlicensed booking systems or travel agencies who create bookings using robotic applications (e.g.: screen scraping).

7.1.2 Your Booking is confirmed when We make, or a licensed third party booking system makes, a Booking for You. This Booking is then forwarded to You via email, or via a Confirmation Document where the Booking is made at the Sales Desk or Customer Services Desk, or via a letter for Your records. It is not necessary for You to reconfirm a Flight for which a Booking has been made.

7.1.3 If You need to change or cancel Your Booking, please refer to Article 6 (*Refunds and Cancellation Fees*), Article 8 (*Name Changes*), Article 9 (*Flight Transfers & Flexible Fares*) and Article 14 (*Seating*).

## **7.2 Residents of Balearic Islands, Canary Islands and cities of Ceuta and Melilla – Residents’ and Large Families’ Discounts**

Residents of the Balearic Island, Canary Islands and cities of Ceuta and Melilla may be entitled to discounts on certain Flights. Please see [Our Residents’ and Large Families’ Discounts page](#) for more details and eligibility.

## **7.3 Changes**

Save as set out in Article 6 (*Refunds and Cancellation Fees*), Article 8 (*Name Changes*), Article 9 (*Flight Transfers & Flexible Fares*) and Article 14 (*Seating*), you are not entitled to change Your Booking once confirmed.

## **7.4 Payment**

Fares, all taxes and, in relation to Your Flight, charges relating to Your Booking must be paid in full before a Booking will be made (save as set out in Article 5.2 (*Taxes*

*and Charges*)). If such sums have not been paid in full (or appropriate credit arrangements are not made with Us) when a Booking is made, We may at any time without notice prior to travel cancel the Booking. We reserve the right to process your payment otherwise than in real time. We may need to contact you in the event that the payment fails in order to request that you make payment. If we do not receive payment either within 21 days from the time of your booking or at least six hours prior to your flight (whichever is sooner), we reserve the right to cancel your booking.

### **7.5 Fare non-refundable**

The Fare will be payable by You if You fail to take Your Flight for which a Booking has been made, except as provided in Article 6 (*Refunds and Cancellation Fees*) and Article 15 (*Delays, Cancellation and Denied Boarding*). If You inform us that you are unable to travel, we will cancel your flight and any refund will be in accordance clause 6 above.

## **8. Name Changes**

8.1 Names of passengers (apart from the Booker referred to in Article 3.1.4 (*General*) above) may be changed on payment of a "Name Change" Fee (see Article 8.3 (*Name Changes*)) per passenger, per Flight. This can be done more than two hours prior to the Flight's scheduled departure time via the Website, any licensed third party booking system or by telephoning Our Customer Services Team or more than one hour prior to the scheduled departure time by going to the airport Sales Desk or Customer Services Desk.

8.2 If the Booking has been made by the Carrier, changes to the Booking can only be made by the Carrier. If the Booking has been made via a licensed third party booking system, only that licensed third party may make the requested changes.

8.3 The fees for name changes made online and for name changes made through the Customer Services Team via the Sales Desk or Customer Services Desk at the airport are found in [Our Fees and Charges](#).

## 9. Flight Transfers & Flexible Fares

### 9.1 Flight Transfers

9.1.1 Passengers can transfer Flights (that is, the date and time or the route of the Flight) for an administration fee per passenger per Flight (see the flight change fee in [Our Fees and Charges](#)), plus any difference between the original fare paid and the fare available for the changed Flight at the time the change is made. If the available fare is lower than the original fare paid, no refund will be made. Transfer to another Flight is conditional upon seat availability on the alternative Flight.

9.1.2 An online Booking made by a Registered Member can be transferred to another easyJet Flight through the Website. The changes must be completed more than two hours prior to the original Flight's scheduled departure time and more than two hours prior to the changed Flight's scheduled departure time.

9.1.3 A Booking can be amended to transfer to another easyJet Flight by calling [Our Customer Services Team](#) and completing the transfer more than two hours prior to the original Flight's scheduled departure time and more than two hours prior to the changed Flight's scheduled departure time, or by going to an easyJet airport Sales Desk or Customer Services Desk at the airport (if any) and completing the transfer more than one hour prior to the scheduled departure time of the original Flight and the changed Flight.

9.1.4 A Booking made by a licensed third party booking system can be transferred to another easyJet Flight through that licensed third party booking system; through the Website; or via contact with [Our Customer Services Team](#). The changes must be completed more than two hours prior to the original Flight's scheduled departure

time and more than two hours prior to the changed Flight's scheduled departure time.

9.1.5 If on the day of Your return flight You would like to change to an earlier flight on the same day as Your original returning Flight, this can be done:

(a) on Our easyJet mobile app, from the start of the calendar day up to two hours before the scheduled time of departure of the Flight You wish to change to; or

(b) in person at a Customer Services Desk at the airport from three hours to 60 minutes (90 minutes at Airports in Egypt and Morocco) before the scheduled time of departure of the Flight You wish to change to.

The fees for such earlier flight transfers made online and for transfers made through the Customer Services Team via an easyJet Customer Services Desk at the airport are found in [Our Fees and Charges](#), provided You agree to the following:

(a) the earlier flight has seats available and giving you an earlier flight would not cause a delay to the Flight departure;

(b) You have already made an outbound Flight with Us on the same booking reference;

(c) availability can change dependant on demand (more seats may become available closer to departure time); and

(d) You must observe the online check-in, airport procedures and bag drop deadlines for the earlier Flight as set out in Article 12 (*Check-in and Airport Procedures*).

We reserve the right to refuse Your request to transfer to an earlier flight if in Our opinion any of the above conditions are not met, or for safety or operational reasons.

For Your convenience, if Your original point of departure is one of Our multiple airports serving one city/location served by easyJet ("**Market Groups**") You will be able to search for availability from any airport within that group, and/or if Your original point of arrival is at one of Our Market Groups you will be able to search for availability to any airport within that group. Our main Market Groups are as follows London (Gatwick, Luton, Southend or Stansted), Paris (Paris Charles de Gaulle, Paris Orly), Milan (Milan Linate, Milan Malpensa), Central Scotland (Edinburgh, Glasgow) and North West England (Liverpool, Manchester).

9.1.6 If You arrive late at the airport for Your Flight, provided You arrive no later than two hours after Your original Flight's departure time, You should proceed to the easyJet Sales Desk or Customer Services Desk (if any) to find out if it is possible to transfer. If an easyJet Sales Desk or Customer Services Desk is open at the airport then, dependant upon the payment of a Rescue Fee set out in [Our Fees and Charges](#), we will transfer you to the next Flight that has seats available and where it would not cause a delay to the Flight's departure.

## 9.2 **easyJet Flexi**

9.2.1 easyJet Flexi has limited availability per Flight. Availability of easyJet Flexi is at easyJet's sole and absolute discretion.

9.2.2 If You buy an easyJet Flexi You will be able to make an unlimited number of free changes to the Flight time in Your original Booking, conditional upon the changed Flight time falling within a fixed four week time window (starting one week before the original travel date and ending three weeks after the original travel date).

9.2.3 You are also entitled to make an unlimited number of route changes (i.e. changes to the departure or destination airports of Your original Booking) to an

easyJet Flexi Booking without payment of the flight change fee (set out in [Our Fees and Charges](#)), provided that:

(a) the changed Flight falls within a fixed four week time window (starting one week before the original travel date and ending three weeks after the original travel date); and

(b) You pay any difference between the original fare paid and the fare available for the changed Flight at the time the change is made. If the available fare is lower than the original fare paid, no refund will be made. Route changes for easyJet Flexi Bookings are not available on the Website. See Article 9.2.5 (*easyJet Flexi*) below for the ways that You can make a route change.

9.2.4 Changes to your easyJet Flexi Booking is conditional upon seat availability on alternative Flights. You must complete any change to Your easyJet Flexi Booking more than two hours before the scheduled departure time of Your original Booking and more than two hours before the scheduled departure time of the changed Flight (or more than one hour before the scheduled departure time of the original Flight and the changed Flight if you make the transfer by going to an easyJet airport Sales Desk or Customer Services Desk at the airport (if any)), otherwise You will forfeit Your ability to make a change. Changes cannot be made within the first 24 hours that follow the initial easyJet Flexi Booking.

9.2.5 You can make the changes to your easyJet Flexi Booking using any of the following methods:

(a) except for a route change under Article 9.2.3 (*easyJet Flexi*), an online easyJet Flexi Booking made by a Registered Member can be transferred to another easyJet Flight through the Website;

(b) by calling Our Customer Services Team;

(c) by going to an easyJet Sales Desk or Customer Services Desk at the airport (if any); or

(d) an easyJet Flexi Booking made by a licensed third party booking system can be transferred to another easyJet Flight through that licensed third party booking system; through the Website; or via contact with [Our Customer Services Team](#).

9.2.6 The easyJet Flexi also entitles You to:

(a) one piece of Hold Luggage (of 23kg) in the hold, which must be requested at the time Your Booking is made;

(b) Your choice of an Up Front seat, provided there is Up Front seat availability;

(c) speedy boarding, meaning you are able to join the speedy boarding queue at bag drop and for boarding the aircraft; and

(d) a food and drink voucher (one voucher per easyJet Flexi) to be used on board your Flight for up to £7.

Your entitlement to one piece of Hold Luggage is non-refundable if you don't use it. You may select your choice of Up Front seat (depending on availability) at any time prior to online check-in, provided that online check-in is completed at least eight hours prior to departure of Your Flight. Food and drink vouchers are valid on selected flights only, non-transferable and non-refundable (either in full or in part), and change will not be given (so make sure you use the whole voucher). Any Additional Services must also be paid for in full at the time the Booking is made.

9.2.7 No extra fees (unless Additional Services are purchased) shall be added to the easyJet Flexi Fare. No refund will apply if You are unable to fly, save that You may contact Us (using this [form](#) or contacting the [Customer Services Team](#)) and We will refund You the relevant Passenger Duty.

9.2.8 If You change Your easyJet Flexi Booking flight times You are responsible for making the necessary changes to Your other arrangements e.g. car hire, insurance, accommodation, whether or not they have been booked with us (as Disclosed Agent). If You have booked Sports Equipment or Hold Luggage, these will move with Your easyJet Flexi Booking change. Please note that any Additional Services will not automatically move with Your easyJet Flexi Booking change. Name changes remain conditional upon the applicable rules and fees (see Article 8 (*Name Changes*)).

## 10. Passengers with Specific Requirements – Disability, Medical and Health

10.1 Passengers with specific requirements include people with a disability such as people with a temporary or permanent physical impairment (sensory or locomotory), an intellectual impairment or any other type of disability. People with disabilities may be elderly and/or may have an illness.

10.2 We are unable to accept carriage of passengers with a disability who require the assistance of a carer/support person unless a carer/support person is travelling with the passenger. You must arrange to be accompanied by sufficient carer(s)/support person(s) to assist You with Your needs in-flight.

10.3 If You have specific requirements, You should advise Us of those requirements at least 48 hours prior to Your travel. Passengers with specific requirements should ensure that they are at the boarding gate when the announcement for pre-boarding is made.

10.4 Wheelchairs and mobility aids that cannot be lifted manually into the aircraft hold will only be accepted for travel if both airports can provide the facilities to load / unload the device. Please note that some airports may not have sufficient equipment for lifting heavy wheelchairs and mobility aids. Notifying Us 48 hours prior to Your departure will enable Us to establish this and use reasonable efforts to accommodate Your needs.

10.5 You must be reasonably satisfied that before You board the aircraft You are medically fit to fly. If You have any reason to suspect, or ought reasonably to know, that You have a condition which might be exacerbated by the normal operation of an aircraft or could cause You difficulty if You do not have medical assistance before the flight has ended then You should not fly. If you have any doubt whatsoever You are obliged to seek professional medical advice before flying with Us. Whenever You are aware of a health condition of the type just mentioned, but have been advised that You are fit to fly provided certain precautions are taken (for example, use of medication), it is Your responsibility to ensure that all such precautions are in fact taken before, during and after Your flight, as the case may be and that You are able to produce written evidence of Your fitness to fly, if requested to do so.

10.6 When the number of passengers with reduced mobility forms a significant proportion of the total number of passengers carried they must not exceed the number of able-bodied persons capable of assisting with an emergency evacuation.

10.7 For more information about Our rules with respect to [Specific Requirements](#), including the carriage of [guide and assistance dogs](#), please [visit this page](#). If You have a [medical illness or condition](#) and are uncertain whether You are able to fly please seek advice from your general practitioner or local doctor.

## 11. Infants and Children

### 11.1 Infants

11.1.1 Infants are children under the age of two years on the date of travel.

11.1.2 If an adult is travelling with two infants under the age of two years, one infant must sit on the accompanying adult's lap and the other infant must occupy a separate seat and be seated in a suitable child car seat/restraint device described below next to the accompanying person. The second seat must be purchased by

the accompanying adult. For safety and operational reasons, certain seats are not available to be purchased for an infant and only one infant per seating row may be booked to sit on an accompanying adult's lap. For flights to/from Berlin Tegel operated by our partner WDL, car seats/restraint devices cannot be taken onboard, so each infant must be individually accompanied by an adult and must sit on that adult's lap for take-off and landing. Please see [Our Allocated Seating FAQs](#) for details.

11.1.3 Infants under two weeks of age will not be accepted for travel.

11.1.4 Children aged two years or over must occupy their own seat and same Fares as adults will be charged.

11.1.5 It is the accompanying person's responsibility to ensure that the infant or child is adequately secured in the aircraft seat. We recognise the Child Restraint System (CARES) as an approved child restraint system.

## 11.2 Children

11.2.1 We do not accept Minors to travel without a person aged 16 years or older who will take responsibility for that Minor. In all circumstances the Booking must be made by someone who is 18 years or older in accordance with Article 3 (*General*).

11.2.2 Under no circumstance may a passenger be asked to accept responsibility during a Flight for an unaccompanied minor. ID requirements for Infants and Children may vary from country to country. In accordance with Article 13.2 (*Documents and Responsibility*) below, it is Your responsibility to ensure that all Passengers on the Booking are properly documented. Please see [Our specific child ID requirements page](#) for more details.

11.2.3 We will accept Minors travelling in groups of 10 or more provided there is a minimum ratio of one adult for every 10 Minors. In these instances an adult is considered to be anyone aged 16 years or above. All Minors need to be recorded

on the Booking as such due to safety restrictions as to where on the aircraft they, and therefore their parents and/or guardians, may be seated.

## 12. Check-in and Airport Procedures

### 12.1 **Online Check-in**

12.1.1 We are an online check-in only airline.

12.1.2 Prior to arriving at the airport for Your scheduled flight, You must check-in online and either print Your boarding pass or download a mobile boarding pass if you are flying from an airport where they are accepted. To check-in online, you must go on our Website and click on the 'Manage Bookings' section on the top right-hand side of the homepage, enter the booking reference details you received when booking your flight(s) and follow the onscreen instructions. You must complete the online check-in for Your scheduled Flight(s) between 30 days and two hours before the scheduled departure of Your Flight. Once You have checked-in online, You must also either print Your boarding pass or, if you are flying from an airport where they are accepted, download a mobile boarding pass and take it to the airport with You. You will also be able to check-in online and print Your boarding pass or download a mobile boarding pass (if you are flying from an airport where they are accepted) for any subsequent flight(s), including Your return flight, which are scheduled to depart within 30 days. Find out whether [mobile boarding passes](#) are accepted at the airport you are flying from.

Please note that Airports will only accept mobile boarding passes which have been downloaded to Your mobile phone or tablet using the easyJet App. Airports will not accept pdf versions of Your boarding pass downloaded to a mobile phone or tablet and may not allow You to pass through security or board Your flight if You present a pdf version of Your boarding pass on a mobile phone or tablet.

12.1.3 If you changed the details of your Flight(s) (including but not limited to the passenger's name, passport or other identification document information, date and/or destination), added an infant, requested special assistance and/or booked a seat through seat allocation (or any other services offered by us) since you booked Your Flight(s), You will need to check-in online again and print a new boarding pass or, if these are available at the airport you are flying from, download a new mobile boarding pass for Your Flight(s), as Your original boarding pass will no longer be valid, you must be in possession of Your printed boarding pass or mobile boarding pass when You arrive at the airport.

12.1.4 If Your Flight has been delayed or cancelled or if You have transferred to another flight, You will need to check-in online again and print off a new boarding pass or, if these are available at the relevant airport, download a new mobile boarding pass as the original boarding pass will no longer be valid. If you're already at the airport when your flight is delayed or cancelled, please go to the Bag Drop, Sales Desk or Customer Services Desk where one of our representatives will assist you.

## **12.2 At the airport**

12.2.1 You must arrive at the airport sufficiently in advance of the scheduled Flight departure time to permit completion of Government formalities and security procedures. Government formalities and security procedures may vary at different airports and for particular Flights. It is Your responsibility to ensure that You comply with these formalities and procedures, details of which will be available at the time Your booking is made.

12.2.2 On arrival at the airport, if You are travelling with hand baggage only, You should proceed straight through the security screening point and any customs/immigration area to the departure gate.

12.2.3 If you have Hold Luggage, You must proceed to the bag drop desk area upon arrival at the airport to submit Your Hold Luggage. Bag drop desks open two hours and close 40 minutes prior to your scheduled Flight. You must ensure that you have submitted Your Hold Luggage more than **40 minutes prior to the scheduled time of departure of your Flight or Your Hold Luggage will not be accepted for carriage. From some airports where we operate longer Flights, including but not limited to airports in Israel, Jordan, Egypt and Morocco, You must have submitted Your Hold Luggage more than 60 minutes before the scheduled departure of Your Flight for it to be accepted. Please check Your Confirmation Document for these limited exceptions.**

12.2.4 When arriving at the gate, You will be required to present certain information relating to Your Flight and Your identity. This will include Your boarding pass for Your Flight and an acceptable form of photographic identification. Details of these identification requirements, necessary for all Flights (both international and domestic), are stated in Article 13 (*Documentation and Other Requirements*).

### **12.3 Pre-booked Assistance**

12.3.1 If You have pre-booked assistance to get to the gate, please advise either a member of Our Airport Staff at our Sales Desk or Customer Services Desk, or proceed to the pick-up point provided by the nominated Airport Authority when You arrive at the airport and they will organise the assistance for You. Please remember to allow extra time for this.

12.3.2 If You are travelling with a wheelchair or are accompanied by a guide or assistance dog, please advise a member of Our Airport Staff as soon as You arrive at the airport to ensure that Our staff are aware of Your requirements and the assistance that You will need. You should ensure that You arrive at the airport with sufficient time to go through airport security and get to the boarding gate in time for Your flight.

12.3.3 We recommend that You arrive at the airport two hours before the scheduled time of departure of Your Flight but in any event, You must arrive more than 40 minutes before the scheduled time of departure of Your Flight otherwise We will not be able to accept You (or Your wheelchair or guide or assistance dog) for carriage. From some airports where we operate longer Flights, We reserve the right not to accept You for travel if You are at the airport less than 60 minutes before the scheduled departure of Your Flight. Please check Your Confirmation Document for these limited exceptions.

12.3.4 We will use our best endeavours to pre-board You after Speedy Boarding, but in advance of other passengers so that the cabin crew can provide You with a pre-flight safety briefing. If You need to be pre-boarded, please advise the Our Airport Staff when You arrive at the airport.

12.3.5 Please note that easyJet operates a strict pre-boarding policy. A person who is pre-boarded may be accompanied by a maximum of one traveller who is the appointed guardian, parent, carer, support person or travelling companion and any siblings under the age of 10. For further details please refer to Article 10 (*Passengers with Specific Requirements – Disability, Medical and Health*) and the [Spe](#)