

Important information about your holiday

Manage your booking online

We put you in complete control of your holiday! Manage your booking online and you can amend your details, make payments and check in online. You can also reserve seats for your flights, add extra 22kg bags (up to max 3 bags) and even pre-order in-flight meals. Pretty handy!

Add holiday essentials

Visit manage my booking or call 0333 300 0737

-  Add an extra bag
-  Reserve your seats
-  In-flight meals
-  Travel Insurance

For your convenience...

-  Check-in online for your flight
-  Amend contact details
-  Resend holiday documents
-  Make holiday payments

Important Information

Essential Holiday Information

www.jet2holidays.com/essential-holiday-information

Hand Baggage

You can take one piece of hand baggage onboard with a maximum weight of 10kg and must be no bigger than 56 x 45 x 25cm. For more information please visit:

www.jet2.com/travel-extras/baggage

Checked-in Baggage

You can take up to three 22kg checked-in bags per person. For more information please visit:

www.jet2.com/travel-extras/baggage

FAQs

www.jet2holidays.com/faqs

Special Assistance

0800 408 5591 or 0044 203 059 8337

Opening hours: Monday to Friday 8am - 9pm

Saturday and Sunday 9am - 6pm

Emergency Medical Number

0044 113 387 9501

Pre Travel Services

0333 300 0737

Opening hours: Monday to Friday 8am - 9pm

Saturday and Sunday 9am - 6pm

Email: pretravelenquiries@jet2holidays.com

Please Note - For your flights, you may not bring on board alcohol for the purposes of consumption whilst on the aircraft. Only alcoholic drinks purchased on board may be consumed during the flight. Jet2.com reserves the right to serve alcoholic drinks to customers at our absolute discretion.

The airport authority is responsible for providing mobility assistance to our customers at airports not Jet2 Holidays. Therefore, in order to ensure both your outbound and inbound airports have the correct mobility assistance for you, it is essential that you pre-advise us as soon as possible and never later than **3 days prior to travel** (this gives us time to advise the airports strictly by no later than 48hrs prior as they require).

Airport Parking

Never turn up at the airport without first pre-booking your airport parking. Airport car parks charge a premium for turning up on the day, which can be up to 60% more than prices found on www.jet2extras.com

Contact Details

If you have any queries regarding your booking before you travel, please call us on 0333 300 0737. Our office is open from 8am to 9pm Monday to Friday, 9am to 6pm Saturday and Sunday. Alternatively you can visit our www.jet2holidays.com/faqs or e-mail queries to pretravelenquiries@jet2holidays.com

In all of our beach destinations, we offer a representative service. Once you are on holiday our representatives are on hand to help with any customer service issues and it is important that you make them aware of any problems you are having at the time so that they can assist you. You can find out more about your representative and how to find/contact them by reading the welcome letter you'll be given on arrival or by checking out the Jet2holidays information book and/or the notice board which are usually located in

the reception area or a dedicated reps room in your hotel.

We cannot stress enough how important it is to take out travel insurance at the time of booking, not only to cover you whilst you are on holiday but also to offer cover for any eventualities which may occur which may prevent you from travelling. If you don't yet have cover arranged please call us on 0333 300 0737 and we would be happy to arrange this for you.

In the unlikely event you require medical assistance, have an emergency, or require assistance whilst travelling on a *Jet2CityBreak*, please use our UK 24/7 number on 0044 113 387 9501 and a member of the team will assist you.