

## IMPORTANT INFORMATION

### Photographic Identification

All passengers aged 16 and over, and passengers under the age of 16 who are not travelling with an adult on the same booking reference are required to provide photographic ID at the check-in desk (*unless already checked in prior to arriving at the airport*) and at the Departure Gate.

Acceptable forms of ID include:

- Valid Passport (or up to 6 months out of date)
- Valid Photographic Full or Provisional Driving Licence
- National ID card
- Company ID card (*Nationally recognised Companies/organisations including Local Council IDs*)
- CPP Guernsey ID card
- Guernsey 18+ card
- Photographic University/College ID card
- Under 16 UK Validate card
- Citizen card
- Valid armed forces identity card
- Valid photographic firearm certificate
- Valid police warrant card/badge
- Council issued bus pass (*Senior Citizens only*)
- Valid airport employees security identity pass
- Northern Trust employee ID card

### Check-in and boarding

Check-in times vary - see individual departures airports for opening, closing and minimum check-in times.

- **London Gatwick** - minimum 1 hour check-in/Bag drop, South Terminal Zone D desks 104/105, check electronic boards for zone and desk
- **London Stansted** - minimum 1-hour check-in/Bag drop. Menzies (main check in area), Zone A Desks 10-15
- **Manchester** - Minimum 1-hour check-in/Bag drop. Menzies, Terminal 1 desks 67 to 72, adjacent to the Menzies Ticket desk
- **Southampton** - minimum 1-hour check-in/Bag drop. Aurigny desk, left hand side main departure hall.
- **Bristol** - minimum 1-hour check-in/Bag Drop. Menzies, main check-in area, between desks 13-17.
- **East Midlands** – minimum 1-hour check-in/Bag drop. Menzies, main departure hall.
- **Guernsey and Dinard** - minimum 1-hour check-in main departure hall.

### Luggage

Passengers on Aurigny flights have 20 Kgs hold allowance included in the price of their ticket, except for flights between Alderney- Southampton and Guernsey- Dinard where the allowance is 15 kgs.

### Hand luggage

Between the UK and Guernsey the hand luggage allowance is 2 pieces per passenger. One with maximum dimensions of 55cm x 36cm x 20cm for the overhead locker and a second small piece maximum dimensions 35cm x 25cm x 20cm to fit underneath your seat. The combined weight for both items can be up to a maximum of 10kgs. For flights to and from Alderney and between Guernsey and Dinard the allowance is 1 piece with maximum dimensions of 35cm x 25cm x 20cm with a maximum weight of 6kgs.

Weight in excess of these allowances will be treated as hold luggage and charged at the applicable.

### Excess Baggage rates

Services between Guernsey or Jersey and the UK and Grenoble £12.00 per kg. All other services £4 per Kg.

### Pets

With the exception of guide dogs accompanying blind passengers and hearing dogs for the deaf, domestic pets will only be carried on flights between Southampton and Alderney, or on Inter-island services operated by Trislander aircraft. Dogs must be correctly muzzled and a waterproof seat cover provided. Cats may be carried in the cabin provided no dogs are on the flight, both charged at adult fare.

### Sporting Equipment

Please call for further information on procedures and costs for carriage of sports items.

### Changes to Reservations

Once booked, reservations may be changed up to two hours before the scheduled departure of the ticketed flight, for a change fee of £40 (per sector for each time a change of itinerary is made, whether that is outbound or inbound flight) plus any difference in the sector fares that may be applicable.

Name changes are charged at £40 per person per sector. These fares are not refundable.

For tickets bought from a travel agent, please refer back to the agency.

Changes may be made by contacting Aurigny reservations office on 01481 822886 or at Aurigny airport offices at Guernsey, Jersey, Alderney and Southampton.