

## IMPORTANT INFORMATION

### Photographic identification

Aurigny will require all passengers aged 16 and over, and passengers under the age of 16 who are not travelling with an adult, to provide photographic ID at check-in. Acceptable forms of ID include: Passport, Photographic Driving Licence, National ID card, Company ID card (Nationally recognised Companies/organisations including Local Council IDs), NUS Card, Citizen card, Valid armed forces ID card, Valid photographic firearm certificate, Valid police warrant card/badge, Council issued bus pass (Senior Citizens only), Valid airport employees security ID pass.

### Check-in and boarding

- **London Gatwick** - minimum 1 hour check-in Menzies, South Terminal zone H, desk 54.
- **London Stansted** - minimum 1-hour check-in Menzies, Zone B, desk 21.
- **Manchester** - Minimum 1-hour check-in Menzies, Terminal 1, desks 67-72.
- **Southampton** - minimum 1-hour check-in, Aurigny desk, main departure hall.
- **Bristol** - minimum 1-hour check-in, Menzies, main check-in area, desk 15.
- **East Midlands** – minimum 1-hour check-in. Menzies, main departure hall.

### Baggage

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

Hand luggage is restricted to 1 item per passenger - max dimensions **48cm x 36cm x 20cm**, max weight 10kgs (Southampton-Alderney, Dinard-Guernsey and inter-island Trislander services 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 £10.00 per kg. All other services £3 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 £33 (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 £35 per person per sector. These fares are not refundable.

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