

Thank you for booking your holiday with **C. I. TRAVEL GROUP** trading as Channel Islands Travel Service, Airways Holidays, Lewis's Holidays, Discover Jersey and Guernsey, Jersey Choice, Travtel and Bontour.  
PLEASE FIND ENCLOSED YOUR DOCUMENTATION.

## TRAVEL INFORMATION

### TRAVEL DOCUMENTS

Important – please check the latest confirmation you received from us for up to date flight timings or if your booking number begins with JT, GT, LD or TD we recommend that you check your final flight timings on our website [www.citravelgroup.com](http://www.citravelgroup.com). Click on “Retrieve my booking” and enter your booking number and name.

Conventional paper tickets are no longer issued for air travel. We have arranged an e-ticket (electronic ticket) for your flight and your airline will hold all the details.

Remember the 24 hour clock, and note **that timings may have changed** from those which were originally confirmed to you due to the possibility of reschedules by the airline. Hotel vouchers are NOT required.

### PASSPORTS & IDENTIFICATION

British Citizens do not require a passport to travel from the UK to the Channel Islands. **However, please note due to increased security, airlines do require a photographic means of identification such as a passport or driver's licence.** If you are considering a day trip to France you will need to take a valid passport with you. Nationals of other countries are required to check with their Embassy and/or Consulate for other immigration requirements, as we are unable to accept responsibility if you cannot travel.

### CHECK-IN

To check in you will need to produce your Photographic Identification. You should check-in at least 1 hour before your scheduled flight departure time. Allow additional time to park your car, for public transport delays, increased airport security and weekend congestion. If you have any special seating preferences, or require any special assistance, it is also advisable to allow extra time for checking-in. It is worth noting that – at some airports – flight announcements are not made, information is shown on the monitors in the lounge area.

#### **Information for travellers from London Gatwick:**

British Airways depart from the NORTH Terminal and Flybe and Aurigny depart from the SOUTH Terminal

#### **Information for travellers from London Heathrow:**

British Midland (BMI) depart from Terminal 1.

#### **Information for travellers from Manchester:**

British Airways, Flybe and BMI Baby depart from Terminal 3.

### LUGGAGE

If you can't carry your suitcase, you won't enjoy the journey. Don't make it an immovable object! All airlines restrict the weight of suitcases and adhere to the free baggage allowance. Most flights allow all passengers, except infants, 20kg/44lb of checked luggage. However some flights are restricted to 15kg/33lb and you are advised to check your e-ticket information

to avoid excess baggage charges. Any bags over 30kg will be refused due to health and safety reasons. Each passenger (excluding infants) may carry 1 small piece of hand baggage, which varies in size and weight depending on the airline. DO NOT pack the following items in your hand luggage: toy/replica guns, knives, razor blades, scissors, knitting needles or tools. Liquids not exceeding 100ml per container must be carried in a clear plastic bag.

### YOUR FLIGHT

All UK domestic flights now operate a no smoking policy. The use of mobile telephones is not permitted at any stage of the flight. All personal electrical equipment must be switched off when the seat belt signs are on. Please listen to the safety briefing. Knowing what to do in an emergency could make all the difference to you and your family.

## WELCOME TO THE CHANNEL ISLANDS!

### CAR HIRE

For car hire collection at the airport, proceed to the EUROPCAR/HARLEQUIN desk conveniently situated in the arrivals hall.

### TRANSFERS

A pre-booked transfer as shown on your confirmation invoice will take you to your accommodation on arrival at the airport.

**JERSEY - TANTIVY BLUE COACH TOURS** arranges our transfers and they will meet you at the airport. In the unlikely event of any difficulty please call them on 01534 706706 or for out of hours only 07797 750099 (all vehicles are radio controlled). **WAVERLEY COACHES** for Norfolk and Villa Isis Hotel only. Tel 01534 758360

**GUERNSEY – ISLAND COURIER SERVICES** arrange our transfers. They will meet you on your arrival at the airport and in the unlikely event of any difficulty please call them on 01481 200000.

### RETURN TRANSFERS

Your return transfer will depart from your accommodation between 1½ and 2 hours prior to the departure time on your e-ticket information. If your transfer has not arrived 1½ hours prior to travel, please call TANTIVY on 01534 706706.

### HEALTH CARE

Comprehensive travel insurance, which includes medical expenses and repatriation, is advised for UK residents. (please see C I Travel Group recommended Insurance Policy) It is advisable to bring the name and address of your family doctor in case of a serious accident or illness.

**WE WISH YOU A PLEASANT JOURNEY AND AN ENJOYABLE HOLIDAY**