

Atlantic Express does not issue conventional flight tickets. All you need to do is to quote your booking reference and show proof of identification when you check-in for your flight



Terms and conditions of carriage

Refunds and cancellation fees

All tickets are Non-refundable. Tickets may be changed to an alternative flight at the same or higher fare subject to availability, the payment of a change fee (currently £20 per passenger per flight) and any difference in fare.

Photographic identification

Photographic ID is required for all flights. This may be a passport, driving licence or ID card with photograph, a CitizenCard, a Council issued bus pass, a UK Armed Forces ID card, a Police warrant card, or a photo ID issued by an Airport.

Check-in and boarding

On check-in You are required to present certain information relating to Your flight and identity. This must include the Confirmation Number of the flight that You have booked and an acceptable form of identification.

Baggage

One piece of hand baggage with a maximum weight of 10 kg (dimensions no larger than 53cm x 34cm x 22cm) may be carried free of charge in the aircraft cabin. One bag weighing not more than 20kg may be carried in the hold. The maximum dimensions of this bag must not exceed 158cm (length x height x width). Any extra weight or additional baggage will only be carried subject to space and aircraft weight availability, and will be charged at £20 per 5kg or part thereof. In addition a collapsible

pushchair for a travelling infant sharing seats. Subject to space being available, the following items of sporting equipment may be carried in addition to the normal baggage allowance, but only on a space available basis. On full flights it is likely that space will NOT be available. Bicycles, Fishing tackle, Skis, Surfboards and Golf clubs will be carried for an additional charge of £20 per item. Sporting equipment is carried on a limited release basis and therefore the airline is indemnified from any liability for damage, loss or delay. You may therefore wish to ensure that you have suitable insurance cover for such items. These items must be booked through the Call Centre (08703 304 748) at least 3 hours before scheduled departure time.

Changes

You may change the flight you wish to travel on, at a change fee of £20 per passenger per one-way flight, plus any difference in the fares if the new fare is greater than that originally booked. This change may be made online, up to and including the day before the flight is due to take place, or by calling the Atlantic Express Call Centre on 08703 304748, when changes may be made up to 3 hours before the flight is scheduled to depart. Please note that there is a £4 Call Centre supplement added to any flight booked or changed when using the Call Centre.

Contact details

Customer Services, 08703 304 748