

Plane Facts

Your essential guide to air travel



This publication is available in
Large Print
Contact the Jersey Consumer Council
01534 611161 or
info@jerseyconsumercouncil.org.je

Disclaimer

Every effort has been made to ensure the information provided in this guide is accurate and correct at the time of going to print, but no legal responsibility is accepted for any errors, omissions or misleading statements.

Please note the information in this guide could be subject to change. You will be able to download an updated version from the Jersey Consumer Council's website:

www.jerseyconsumercouncil.org.je

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Introduction

Every year millions of people fly to and from the Channel Islands. Although most passengers have a trouble-free journey some do experience unexpected disruption to their travel plans.

Planning your journey

Booking your flight

Booking a flight is not always straightforward. Airlines often add a number of charges to the advertised fare and customers can end up paying significantly more than they expected to.

The following section provides guidance on how to get the best deal and avoid problems when booking a flight:-

1. Shop around to get the best deal available. Flights can be booked online, by phone or through a travel agent or booking agent.
2. The earlier you book your flight the cheaper it is likely to be.
3. Add up all additional charges, such as baggage charges, taxes and payment method fees, when comparing the cost of travel between airlines.¹ The price will likely be significantly higher than the advertised fare once additional charges are included.
4. It is often cheaper to book your luggage allowance online before you travel rather than paying for it at the airport.
5. Before you confirm your booking double check all details including:-
 - Passenger names

1. A table comparing additional charges imposed by airlines is available to download at www.jerseyairport.com or contact them by phone on 01534 44 6000

- Route
- Flight time and
- Date of travel.

Airlines often charge high administration fees to make changes after a booking has been confirmed. Be aware, some airlines may also charge you extra if the price of the flight has gone up since the time of booking.

Always read the terms and conditions before confirming the booking.



Booking connecting flights

This section provides information on how to plan and book connecting flights and how to avoid losing out if you miss a flight connection.

Connecting flights booked on a single ticket:-

1. If you have booked more than one flight on a single ticket or on a 'codeshare' ticket and flight disruption causes you to miss a connecting flight, the airline is responsible for rearranging your flight to your final destination.
2. The airline is also responsible for providing meals and overnight accommodation if necessary.

Codeshare arrangement – this is when two airlines work together to cover different legs of a journey booked on the same ticket.



Always return your booking receipts and payment details.

Check out the Consumer Council's ['How to Pay Guide'](#) on our website to help you make an informed decision or payment methods.

Connecting flights booked on separate tickets

1. If you book your connecting flights on separate tickets with different airlines and your first flight is delayed or cancelled, neither airline is obliged to assist or compensate you if you miss your connection.
2. If you book two separate flights with the same airline with the intention of connecting, the airline is under no obligation to assist you if you miss your connection.
3. Remember, if you are booking connecting flights on separate tickets always leave plenty of time between flights.

Luggage and packaging

4. Always pack your passport, money, medication and valuables in your hand luggage, along with any items that you will need if your flight is cancelled or delayed.
5. If you need to carry medication, baby milk or food or special dietary foods in your hand luggage contact the airport or airline. Ask your doctor or consultant for a letter of evidence for your medication if you are concerned.
6. All hand luggage must adhere to the airline's size and weight limits. You may be able to save money by only taking hand luggage.
7. If you wish to carry liquids, aerosols or gels as part of your hand luggage each must be in a container no larger than 100 ml. Remember, all items must be placed in a transparent, re-sealable plastic bag, which holds no more than one litre and is no larger than 20cm x 20cm. Only one plastic bag per passenger is allowed.
8. If your luggage is over the airline's weight limit, you will pay extra. Check the airline's weight limit and weigh your luggage before you set off (you can use your bathroom scales).
9. Be aware that even if you pay to take extra check-in bags, some airlines have a set weight limit for luggage which does not increase regardless of how many bags you have paid for.
10. Label your baggage clearly, inside and out, with your name, home address and destination address.
11. When checking in make sure a destination tag is attached to each bag. Check that tags have the correct three-letter code for your destination airport, e.g. LGW London Gatwick.
12. Secure and lock your luggage.
13. Make sure your luggage is robust enough for the journey.



Make your luggage easily identifiable by using coloured straps etc.

Travel documents

Make sure you have all your travel documents. If you are unsure of the form of identification needed, contact your airline or travel agent. If your trip requires immigration or visa documents, check with the consulate or embassy of the country you are flying to.

Check list

- ✓ Tickets.
- ✓ If checking in online, do so within the timeframe applied by the airline and print out a boarding card.
- ✓ Leave adequate time to check-in for your flight or you may not be allowed to travel.
- ✓ Passport - make sure it is in good condition and valid for six months after your date of return.
- ✓ Travel insurance.

Let the airline or tour operator know about assistance you require because of a disability or reduced mobility at least 48 hours before travelling. (See the Consumer Council's *Access to Air Travel Booklet*, or download it at www.jerseyconsumercouncil.org.je)



Keep copies of all your travel documents and passports (one with you and one with a trustworthy and contactable person at home).

Travel Insurance

A good travel insurance policy should provide cover for:-

1. Missed flights and missed connections (make sure that this includes the Channel Islands);
2. Cancellation or shortening of your holiday caused by unexpected events e.g. illness;
3. Illness, injury or death while you are away;
4. Repatriation (getting you back home);
5. Loss, theft or damage to your belongings or luggage;
6. Liability for accidents involving others;
7. The airline going out of business;
8. Natural disasters, natural events eg volcanic ash cloud and severe weather;
9. Political instability and
10. Security risks.

Financial protection for your holiday

ATOL

ATOL (the Air Travel Organiser's Licence) is a financial protection scheme for air passengers. If you book an ATOL protected holiday or charter flight and your tour operator, airline or accommodation provider goes out of business before you travel you can claim a full refund. If a service provider goes out of business while you are abroad, you will be able to continue your holiday and arrangements will be made for you to fly home once the holiday is over.

Charter flights are flights sold by a tour operator which cannot be bought directly from the airline by a member of the public.

ATOL Certificate

Before booking you should check with the travel agent or tour operator whether your flight or holiday package is ATOL protected.

ATOL protection only covers packages ORIGINATING from the UK; therefore if your package starts in Jersey, it is not ATOL protected. If you book a package via a Jersey based travel company, which is ATOL registered (and the package starts from the UK and you also book flights to get you to the UK to start your package holiday), the 'package' will be ATOL protected, but not the flight to the UK and back to Jersey - i.e. you have two separate contracts. If your package ORIGINATES in

Jersey then you have just one travel contract you are not ATOL protected.

If it is protected, you should be issued with an ATOL certificate as soon as you pay, even a deposit. The ATOL Certificate is a standardised document which makes it clear how the trip is protected. If a travel business cannot supply an ATOL Certificate immediately, it must not take the booking until it can.

At the time of making any travel booking, always ask your operator about what ATOL protection you will or will not have.

Who supplies the ATOL Certificate?

The business that deals directly with the consumer, whether face to face (by phone or online must supply the consumer with the ATOL Certificate).

What information will the ATOL Certificate contain?

The ATOL Certificate will explain which ATOL licence the booking is protected by, i.e. the travel agent's ATOL, the tour operator's ATOL or an Accredited Body's ATOL.

Each ATOL Certificate will have a unique reference number.

Jersey residents must be aware that ATOL only protects packages or flights which originate in the UK – always check with your tour company/travel agent regarding ATOL protection and eligibility.

Don't leave home without your ATOL Certificate

Keep your ATOL certificate safe and make sure you bring it with you when you go on holiday.

Association of British Travel Agents (ABTA) Protection

Many Jersey residents will enjoy the FlyDirect options (and ferry packages) now available from Jersey – it should be noted that these are not eligible for ATOL protection (as described above). However such packages and flights would be financially protected as long as the company with whom you make your travel contract in Jersey is bonded with ABTA (and they are current members).

ABTA includes protection both in the event of failure of the tour operator prior to departure, in which case deposit/balances paid would be refunded, and for repatriation in the event of tour operator failure whilst clients are abroad. In other words protection is afforded in the same way as by the Civil Aviation Authority (CAA) and this applies to both flight-only and package holiday sales.

Financial protection if you are not covered by ATOL

If your flight is not ATOL protected, you should ensure your travel insurance policy provides cover in the event that the airline goes out of business.

If you buy a ticket using a credit card and the airline goes out of business, you may be able to claim a refund from your credit card company under the Consumer Credit Act. The cost of a single (ie one leg) ticket must be at least £100.

Consumer Credit Act, Section 75 –This vital law adopted in the

1970s and it turns any credit card into a financial law was adopted. If you make a purchase of over £100, your credit card company must shoulder the responsibility if a problem were to arise with a purchase. Whilst this Act does not apply to Jersey, it is likely that it will appear in the terms and conditions that you signed upon opening your account.

If you buy flights using a debit or prepaid card (such as a Visa, MasterCard or American Express card), you may have the benefit of a 'chargeback' scheme to claim back your money if the airline goes out of business. Usually, you must make a chargeback claim within 120 days.

Template letters on how to claim a refund from your credit card provider are available to download at:

www.jerseyconsumercouncil.org.je

or telephone 01534 611161

Your rights if things go wrong

It is important to be aware of your rights:-

- ✓ If your flight is delayed or cancelled you are entitled to assistance and in some cases compensation. If you are denied boarding because the airline has overbooked the flight, you are entitled to compensation.
- ✓ Your rights are protected by European Law (Regulation (EC) 261/2004) and are the same regardless of the airline you are travelling with.
- ✓ Your rights are protected for any flight from or within the European Union (EU) and on flights from a non-EU country into the EU, provided the airline is licensed in the EU.

Delayed flights

Assistance

The following assistance must be provided by the airline regardless of the cause of the delay:-

1. Your airline is required to provide you with meals and refreshments appropriate to the length of the delay and two free telephone calls or emails if you are delayed by:
 - 2 hours or more for a flight less than 1,500 kilometres e.g. Jersey to Paris; Jersey to Geneva.
 - 3 hours or more for a flight between 1,500 and 3,500 kilometres e.g. Jersey to Madeira.
 - 4 hours or more for a flight more than 3,500 kilometres e.g. London to New York; London to Egypt.
2. If you are delayed overnight, your airline is required to provide you with hotel accommodation and transport to and from the hotel.
3. The assistance is most likely to be in the form of a voucher for refreshments/snacks from the facilities area.
4. If you are delayed by more than five hours and decide not to travel, you are entitled to a refund. Refunds should be paid by the airline within seven days.
5. If your flight is delayed and the airline does not provide you with the assistance mentioned above:
 - ✓ Keep the receipts for any meals and refreshments you buy.
 - ✓ You should send copies (not the originals) of these receipts to the airline along with a request for a full refund.
 - ✓ If you made essential calls on your mobile during the delay, you should also send a copy of your bill with the calls highlighted.
 - ✓ Be reasonable in terms of how much you spend as it is very unlikely that an airline will reimburse you for extravagant purchases.

Compensation (for delays)

If your flight is delayed you may be entitled to compensation. The amount will depend on the length of your flight and the length of the delay.

Compensation will be paid at the following rates:

Length of flight	Delay in reaching your destination airport	Compensation
Less than 1,500km	More than three hours	€250.00
1,500km to 3,500 km	More than three hours	€400.00
More than 3,500 km	More than three hours but less than four	€300.00
More than 3,500 km	More than four hours	€600.00

However, if the airline can prove the delay was caused by 'extraordinary circumstances' you will not receive compensation (please see page 14 for more information.)

Cancelled flights

If your flight is cancelled you are entitled to:-

1. A refund within seven days; or
2. Alternative transport to your final destination.
3. If the airline cannot fly you to your intended airport, it is allowed to fly you to another airport within the same region. The airline must then transfer you to either your intended airport or a close by location agreed with you.

You are also entitled to the same assistance offered to delayed passengers – overnight accommodation if necessary, meals, refreshments, phone calls and emails (see page 11 for details.)



Compensation (for cancellations)

If your flight is cancelled you may be entitled to compensation. The amount will depend on the length of your flight and the impact the cancellation has in delaying your arrival to your final destination. Compensation will be paid at the following rates:

Length of flight	Delay in reaching your destination airport	Compensation
Less than 1,500km	More than three hours	€250.00
1,500km to 3,500 km	More than three hours	€400.00
More than 3,500 km	More than three hours but less than four	€300.00
More than 3,500 km	More than four hours	€600.00

However, passengers will not be entitled to compensation if:-

1. You are told of the cancellation at least two weeks before the departure date;
2. You are told of the cancellation between seven days and two weeks before the departure date and are offered alternative travel arrangements. The flight(s) must allow you to depart no more than two hours before your original departure time and get you to your final destination less than four hours after your original arrival time or

3. You are informed of the cancellation less than seven days before the departure date and are offered alternative travel arrangements. The flight must allow you to depart no more than one hour before your original departure time and must also arrive at your final destination less than two hours after your original arrival time.

Passengers will not be entitled to compensation if the flight is cancelled because of extraordinary circumstances. However, they are still entitled to a full refund or alternative travel arrangements plus assistance.

Extraordinary Circumstances

Extraordinary circumstances are events outside an airline's control which prevent a flight from departing as scheduled. They include:

- Severe weather;
- Security risks;
- Strike action;
- Political instability;
- Air traffic management decisions which prevent a flight from departing.

Please note technical problems COULD amount to extraordinary circumstances, but do not automatically. If in doubt, ask the airline for further information. If you are not satisfied with the

airline's response, please contact the Civil Aviation Authority (*details at the end of the book*).

Denied boarding

When an airline has overbooked a flight they must first ask for volunteers to give up their seats before passengers are denied boarding.

If you volunteer to give up your seat:

1. You must be provided with compensation, either cash or airline vouchers. The level of compensation must be agreed with you.
2. If you decide to continue your journey, the airline must also book you onto an alternative flight. If the airline cannot fly you to your intended airport, it is allowed to fly you to another airport within the same region. The airline must then transfer you to either your intended airport or a close by location agreed with you.
3. If you decide not to continue your journey the airline must refund your ticket and give you a flight back to the original point of departure if relevant. Refunds should be provided by the airline within seven days. If an insufficient number of passengers volunteer to give up

their seats, the airline will deny boarding to a number of passengers.

If the airline denies you boarding:

1. You are entitled to immediate compensation. (Please see table 2 on page 20 for compensation rates).
2. You are also entitled to the same option of a refund or alternative travel arrangements offered to passengers who volunteer to give up their seats.

If the airline cannot fly you to your intended airport, it is allowed to fly you to another airport within the same region. The airline must then transfer you to either your intended airport or a close by location, agreed with you.

Compensation and assistance will **not** be provided to passengers who are denied boarding because they are deemed unfit to travel by the airline, for example if you are intoxicated, or abusive etc.

Additional information

1. You should be fully informed of your rights by a clear notice at check-in.
2. If your flight is delayed, cancelled or you are denied boarding, the airline should immediately provide you with written information about the rules for compensation and assistance.
3. If your flight is delayed or cancelled assistance may not be provided if it will cause further delay, for the passengers who are waiting for an alternative or delayed flight.

It is the airline's responsibility to provide visually impaired passengers with this information in an alternative suitable format.

After the disruption

To resolve complaints, to claim back expenses or to make an insurance claim, it will help to have supporting evidence. Keep a record of times things happen and who you spoke to. Keep a note of your receipts. Insurance claims will need the reason to the cancellation – you will need to contact your airline for this.

At times of major disruption such as strikes, severe weather, volcanic ash affecting airspace or terrorism, you are unlikely to be entitled to automatic compensation if your flight is cancelled. You will always be entitled to be looked after until your alternative flight departs or a refund. See **www.caa.co.uk/disruption** for more information.

Passengers with a disability or reduced mobility

All airports and airlines in the EU have a legal responsibility² to assist passengers with a disability or reduced mobility throughout their journey. A passenger may have reduced mobility because of their age or because of a temporary injury such as a broken leg.

It is against the law for airlines, tour operators or travel agents to refuse a booking on the grounds of disability or reduced mobility. The only exceptions to this rule are:

1. Restrictions imposed for safety reasons or
2. Instances where the size of an aircraft or its doors prevents access by the passenger requiring assistance.

How to book assistance

1. You must let the airline know about the assistance you need at least 48 hours before travelling. It's often easiest to provide this information when booking your flight.
2. It is then the responsibility of the airline to let the airport know of your specific requirements.
3. If you book through a travel agent it must pass on details of your

² Regulation (EC) No 1107/2006 'Access to Air Travel for Disabled Persons and Persons with Reduced Mobility.'

assistance needs to the airline. The airline in turn must inform your departure and arrival airports of the services you need.

4. You are allowed to travel with two items of mobility equipment free of charge.
5. If you need to carry any medical equipment you should contact the airline in advance and find out if you require a medical certificate or other documentation.
6. For more information contact the Jersey Consumer Council on 01534 611161 or download a copy of **Access to Air Travel** from **www.jerseyconsumercouncil.org.je**



Making a complaint about assistance

If you are not happy with the assistance you receive, complain to the airline or airport to give them the opportunity to put things right.

If you are not satisfied with the airline's response, please refer to the organisations at the back of this booklet.

Please note:

Depending on the level of assistance you require, the airline may ask you to arrange for another person (a family member, friend or carer) to accompany you in order to comply with safety rules.

Luggage

This section aims to help passengers by outlining what to do if your luggage is damaged, lost or delayed.

Compensation

1. You are entitled to compensation³ of up to £1,090⁴ if your luggage is destroyed, damaged or lost.
2. If the value of your luggage is greater than £1,080 you need to declare the value to the airline when checking in.
3. You should also ensure your insurance policy is sufficient to cover the contents of your luggage.

Damaged luggage

If your luggage has been damaged:-

1. Report the problem to airline staff in the baggage hall before you leave the airport;
2. This should be recorded in a Property Irregularity Report (PIR);
3. Make sure to obtain a copy of the PIR as this will support your claim for compensation from the airline;

³ Under the Montreal Convention

⁴ Maximum compensation is 1,131 International Monetary Fund Special Drawing Rights. This equals approximately £1,190 based on exchange rates in September 2013.

4. To assist your claim for compensation, keep the luggage tags which were attached at check-in. If possible take photographs of the damage caused to your luggage;
5. You must make a written complaint within seven days from the date you receive your luggage otherwise you will be unable to claim compensation and
6. You should make your complaint by recorded delivery to ensure you have proof the complaint was submitted within seven days.

Delayed luggage

Airlines have different rules about how they can help if your luggage is delayed. Airlines can offer one of the following options:-

1. An immediate, one off cash payment to cover emergency purchases;
2. A set amount per day until the delayed bag is returned or
3. A refund for emergency purchases and essential expenses on submission of receipts.

If your luggage hasn't been found after 21 days you should write to the airline to claim compensation detailing the value of the items lost.

How to complain

If you need to complain about an airline or airport, follow our six-step guide to complaining effectively.

Step 1

If you are not satisfied with the service you receive, contact a member of the airline or airport staff. They may be able to resolve the problem at the time of travel.

Step 2

If the airport/airline cannot resolve the problem at the time of travel, put your complaint in a letter or an email detailing what went wrong.

Step 3

In your letter/e-mail provide the time, date and route of your journey and the flight number. [Template letters are available to download from www.jerseyconsumercouncil.org.je or call 01534 611161].

Step 4

If you think you are entitled to compensation, state how much you expect from the airline.

Step 5

Send copies of tickets or receipts if you are claiming a refund.

Step 6

If you cannot resolve the issue with them, the CAA website has information about whether you have a valid claim.

www.caa.co.uk/passengerrights

If you have checked the website, and still need help, then contact them by email:

passengercomplaints@caa.co.uk

Consumer advice helpline: **020 7453 6888**
(Mon to Thur 9:30am to 2:30pm)

Civil Aviation Authority

CAA House, 45-59 Kingsway, London, WC2B 6TE

Complaints about tour operators and charter flights

If you have a complaint concerning a tour operator or charter airline service you should:-

1. Contact the tour operator in the first instance because your contract is with it and not the charter airline
2. If you are unhappy with the response you receive find out if the company is a member of the Association of British Travel Agents (ABTA) or the Association of Independent Tour Operators (AITO) and contact the relevant organisation for assistance.

[Contact details for ABTA and AITO can be found on page 20]

Useful contact details

Jersey Consumer Council

Telephone: 01534 611161
Email: complaints@jerseyconsumercouncil.org.je
Website: www.jerseyconsumercouncil.org.je
Address: Liberation Place
St Helier
JE1 1BB

Airports

Jersey Airport

Telephone: 01534 446000
Email: information@jerseyairport.com
Website: www.jerseyairport.com
Address: St Peter
Jersey
JE1 1BY
Channel Islands

ABTA

Telephone: 020 3117 0599
Website: www.abta.com
Address: 30 Park Street
London
SE1 9EQ

AITO (Association of Independent Tour Operators)

Telephone: 020 8744 9280
Email: info@aito.com
Address: 18 Bridle Lane
Twickenham
Middlesex
TW1 3EG

Airlines operating from Jersey Airport (February 2014)

British Airways 0844 493 0787 www.britishairways.com	Blue Islands 0845 620 2122 www.blueislands.com
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Flybe 0871 700 5000 www.flybe.com	AerLingus 0871 718 2020 www.aerlingus.com
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Citywing 0871 200 0440 www.citywing.com	Aurigny 0148 182 2886 www.aurigny.com
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Jet2.com 0871 226 1737 www.jet2.com	Air Berlin 0871 5000 737 www.airberlin.com
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EasyJet 0843 104 5000 www.easyjet.com	Lufthansa 0871 945 9747 www.lufthansa.com
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