

KNOW THE PRODUCT



Administration fee	
<p>£25, €40, CHF55 per person per sector will apply to all requests for refunds exceptions to this will be cancellations due to schedule changes or cancellations which are the fault of Flybe.</p> <p>Any BA codeshare passenger requiring a refund should apply to BA.</p>	<p>Per FlyBE</p>
Advanced Seat Assignment:	
<ul style="list-style-type: none"> • Passengers can pre book their seats prior to travel at a cost of £5 per sector online. • Bulkhead and emergency exit seats can be booked at a cost of £15 per sector. • Seats can also be booked through the call centre and via travel agents using a GDS at a cost of £8 standard seats £16 for bulkhead and emergency exit. • Passengers booking online who do not pre assign their seat at the time of booking and come back later to do it will be charged the appropriate credit/debit card fees. • Passengers who pre assign their seat at the time of booking and then make a change to their booking will be charged £5 to hold the seats over to their new booking. 	<ul style="list-style-type: none"> • Passengers can pre book their seats prior to travel at a cost of £5 per sector online. • No additional charge for Emergency exit seats. • Seats can also be booked through the call centre and via travel agents using a GDS at a cost of £8 standard seats £16 for bulkhead and emergency exit. • Passengers booking online who do not pre assign their seat at the time of booking and come back later to do it will be charged the appropriate credit/debit card fees. • Passengers who pre assign their seat at the time of booking and then make a change to their booking will be charged £5

<ul style="list-style-type: none"> Emergency exit / bulkhead seats can be requested at the airport subject to availability at a cost of £18 per sector. Passengers travelling in W and R class can pre assign their seat at any time in the booking process at no charge. <p>Any BA codeshare passenger wishing to pre assign their seats prior to travel may do so through the Flybe call centre at the applicable rates.</p>	<p>to hold the seats over to their new booking.</p> <ul style="list-style-type: none"> Request for assigned seating at the airport for a charge cannot be facilitated. Passengers travelling in W and R class (Economy plus) can pre assign their seat at any time in the booking process at no charge.
Air Discount Scheme:	
N/A	<p>Scottish Executive scheme delivering lower airfares to eligible residents of Scotland's Highlands and Islands. For further info visit www.airdiscountscheme.co.uk</p> <p>Loganair routes included are :</p> <p>LSI – ABZ/EDI/GLA/INV/KOI KOI – ABZ/EDI/GLA/INV/LSI SYY – EDI/GLA/INV BEB - GLA WIC – EDI ILY – GLA INV – SYY/KOI/LSI</p> <p>Discounted airfares can be booked on line at flybe.com/ads or by calling Tel 0844 800 2855, or with specific travel agents affiliated to the scheme.</p>
Airport Passenger Duty:	
Refunded subject to an administration fee.	Per FlyBE
Baggage:	
<ul style="list-style-type: none"> Hold baggage can be booked at the time of making your 	<ul style="list-style-type: none"> 15 kg max allowance for which there is <u>no charge</u>.

<p>reservation or up to 2 hours prior to departure through Flybe.com and will be charged at £5 / €8 CHF12 per bag per sector.</p> <ul style="list-style-type: none"> • Any bags paid for via the call centre prior to travel or at the airport will be charged at £9 / €14 / CHF22 per bag per sector. Travel agents booking via the GDS may add bags via the GDS at the lower rate and make their payment via MPD. This applies to bags for economy passengers only up to their allowance of 20kgs, after 20kgs normal excess baggage charges will apply. • No charge for interline passengers on through tickets • No charge for Economy Plus passengers • Payment will be taken at the airport by card or cash. <p>BA Codeshare passengers are exempt from hold baggage charges and the baggage included in fare SSR will be in the booking however Flybe's excess baggage charges and exceptional item charges will apply. The only exception to this rule will be if passengers can provide written confirmation from BA of allowances at the time of booking.</p>	<ul style="list-style-type: none"> • No additional allowance or discretion to carry up to 20kg • Excess weight charged at £10 • Additional piece charged at £10 • 15 kg for Economy plus passengers (ie no differential) • Payment for excess will be taken at the airport by cash or card
Baggage Allowance:	
<p>Economy Plus 30 kilos, all other fares 20 kilos domestic/international flights. If interlining on a through ticket the international carrier's allowance applies number of pieces or weight.</p>	<p>15 Kg across all classes and flights.</p>
Hand Baggage Allowance:	
<p>10 kilos in Economy, 10 kilos + laptop in Economy plus which must conform to size restrictions.</p>	<p>Due to aircraft size 6kg max. Will accommodate interlining pax where possible</p>

Bookings made via Internet:	
Online bookings via Flybe.com will display the current published fares offered on each route.	Per FlyBE Refer Air Discount reference re Flybe.com/ads
Flybe Customer Call Centre:	
Fares will be subject to a booking fee of £5, €7, CHF12 per person per sector. The lowest fares will only be available online.	TBA
Travel Agents:	
Flybe fares displayed via GDS (global distribution systems) will be subject to a cost of distribution of £5, €7, CHF 12 per person per sector on Galileo and Sabre and £7 / €10 / CHF 17 per person per sector on Amadeus and Worldspan. Any minus fares cannot be loaded and so will only be available online. Agents can register on TABS.	GDS FEE TO BE AGREED
Cash or Cheque:	
Flybe does not accept cash or cheque for payment of its or changes to booked itineraries. Exceptions; Outstation walk ups, changes at the desk and excess baggage; cash & cheques accepted. Groups; cheques will be accepted. Customer Call Centre; no cash or cheques accepted. Staff Travel will accept cheques for Flybe staff and Business Express only	Per FlyBE
Cooling Off Period:	
Flybe do not offer any cooling off period, all fares are non refundable from the time of booking	Per FlyBE
Changes to Booked Itinerary:	

<p>Can be made via the Customer Call Centre or at a Flybe ticket desk, subject to opening times. Also online for passengers who have booked through Flybe.com</p> <p>Online Prices: Economy Plus change free of charge. £25, €40, CHF55 per person per sector is charged for all other fares plus any upgrade to the next class if class booked is not available.</p> <p>Call Centre, Ticket Desk Prices: Economy Plus change free of charge. £30, €45, CHF75 per person per sector is charged for all other fares plus any upgrade to the next class if class booked is not available.</p> <p>Passengers will be charged the online price through Call Centre/Ticket Desk where: <u>Changes cannot be made online for the following reasons:</u></p> <ul style="list-style-type: none">• Itinerary changes cannot be made online if the PNR was not made online.• One sector has been flown and calling to change a subsequent sector• Itinerary changes have already been made in the call centre.• Schedule changes have been made to the bookings• The booking is in a modified state where the etkt needs updating• If a name change has been made to a website booking.• The PNR contains an SSR like a WCHR request. Bookings can be retrieved with SEAT AND BAGS SSRs.• Itinerary changes cannot be made online if only one	Per FlyBE
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passenger in the itinerary wants to change and PNR has to be divided.

It is also not possible to retrieve a booking online for the following reasons:

- Booking has not been eticketed
- Bookings have an unticketed infant ticket
- Bookings have more than 2 flybe sectors in the booking
- Multi-passenger names in the name group.

Changes are only permitted up to 2 hours before the schedule time of departure and made via the Customer Call Centre only. No changes permitted within 2 hours. Please note credit / debit card charges will apply per person per sector for changes to booked itinerary.

NB – if an itinerary change and a name change are made at the same time only one set of name change fees will apply (please see higher fees under name changes)

BA Codeshare passengers can only change bookings prior to arriving at the airport via BA and BA's rules will apply.

Any BA codeshare passenger wishing to change their flight at the airport may do so, the change fee of £25 per person per sector plus any upgrade to the next available BA codeshare fare.

Check in:

- Domestic flights 30 mins with luggage or 20 minutes with hand baggage only. Continental European flights 1 hour with luggage or 45 minutes with hand baggage only.
- Codeshare partner's minimum times apply.
- Domestic check in with or without luggage is **30 mins.** (Applies to LDY/DUB also)

<ul style="list-style-type: none"> Online check in is available at most UK outstations and is open from 24 hours prior to the departure of the flight until 2 hours before (1 hour in the channel islands). 	
Credit Card Charges:	
<p>£1.99 / €3.00 / CHF4.50 per person per sector Minimum charge £4.98 / €7.50 / CHF12.50 applicable for flight booking and itinerary and name changes only The minimum card charge will come into effect only if higher than the chargeable per person per sector total charge. See tables below for full details</p>	Per FlyBE
Debit Cards:	
<p>£0.99 / €1.50 / CHF3.50 per person per sector Minimum charge £1.50 / €2.50 / CHF4.00 applicable for flight booking and itinerary and name changes only The minimum card charge will come into effect only if higher than the chargeable per person per sector total charge. See tables attached for full details.</p>	Per FlyBE
Deli in the Sky:	
<p>This is the in-flight catering service offered on all flights. All items are for sale. Sandwiches, hot/cold drinks and snacks will be sold on all flights. Duty Free sales will continue on all Channel Island services.</p> <p>Gifts will be sold on all flights.</p>	<p>Loganair provides a complimentary on board service : Early morning – tea/coffee & pastry Mid morning – tea/coffee & biscuits From 12 midday to end of day – drinks & pretzels, tea/coffee available on request No duty free or gift sales</p>
Duplicate Payment:	
<p>Full refund on duplicate payment will be made including applicable credit / debit card charge where it is found the airline is at fault.</p>	Per FlyBE

Economy Plus	
<ul style="list-style-type: none"> • W class, • Separate check in, • Access to the lounge (where applicable), • Vouchers for complimentary lounge access, snacks and drinks. • Once ticketed no refund. • Changes are permitted free of charge up to 2 hours before the schedule time of departure. No changes permitted within 2 hours of departure. • If the passenger does not have a date for travel, the booking may be held live in the system with the addition of an open sector. • Validity 12 months. • Minimum check in times for domestic flights 30 mins with luggage, 20 mins hand baggage only International flights with luggage 1 hour, 45 mins hand baggage only, • Complimentary pre booked seating, • No charge for baggage up to allowance. • Baggage allowance 30 kilos or if interlining the international carriers allowance. <p>Any BA Codeshare passenger booked in Flybe Economy Plus will show as being booked in W class.</p>	<ul style="list-style-type: none"> • W class • Separate check in where possible • Lounge access where applicable in FlyBE lounge • Once ticketed no refund • Changes permitted. No changes within 2 hours • If the passenger does not have a date for travel, the booking may be held live in the system with the addition of an open sector. • Validity 12 months. • Minimum check in for domestic, with or without luggage 30 mins. • Complimentary pre booked seating • No charge for bag, max 15 kgs <p>Codeshare passengers ?</p>
Excess Baggage	
£6, €9, CHF15 per kilo on all flights.	£10 per piece

Exceptional items (golf clubs, bikes, musical instruments etc.) £17, €25, CHF39 per exceptional item. Snowboard and Surfboards £20, €28, CHF48 per exceptional item. Carried subject to space and weight and not as part of the personal allowance. Charge is applied regardless of any other baggage allowance.

Golf Clubs may be pre booked through the customer call centre within 24 hours of making your flight booking and will be charged at £20, €28, CHF48 per set per sector.

Limits for golf club pre booking is as follows:

195 - 30 sets of golf clubs

146 - 20 sets of golf clubs

Q400 - 10 sets of golf clubs

Skis may be pre booked within 24 hours of making your flight booking through the Customer Call centre and will be charged at £20, €28, CHF48 per set per sector. In the event that our ski or golf club numbers have already been reached on your flights then you can cancel your booking with no penalty within 24 hours of making your booking.

Please note credit/debit card fees will apply on excess baggage charges however payment can be made by cash or cheque at the desk.

Excess baggage and exceptional item charges apply to all BA Codeshare passengers. The only exception to this is where passengers can provide written confirmation from BA of additional allowances however carriage is still on a standby basis unless pre booked through the Flybe call centre.

Sporting equipment including golf clubs and bikes - £10 charge
Loganair cannot carry surfboards on its aircraft.
There is no charge to carry musical instruments.
Carried subject to space and weight and not as part of the personal allowance.

Golf clubs may be prebooked through the customer call centre with 24 hours of making the booking, will be charged £10.

Limits for the carriage of golf clubs is as follows;

There is no standby option at the airport for golf clubs.

Please note credit/debit card fees will apply on excess baggage charges however payment can be made by cash or cheque at the desk.

Excess baggage and exceptional item charges apply to all BA Codeshare passengers. The only exception to this is where passengers can provide written confirmation from BA of additional allowances however carriage is still on a standby basis unless pre booked through the Flybe call centre.

Unpublished Fares:	
<p>Private Fares are corporate and leisure nett fares. Leisure S,M,Z, I, U classes outside 29 days of travel fully refundable no fee charged. Within 28 -15 days of travel 50% cancellation fee is charged, Cancellations made less than 15 days prior to travel will be charged at 100%. Changes allowed free of charge up to 4 weeks before departure. Within 4 weeks a charge of £25 per person per sector as long as class available. If class is not available an upgrade to the next available ITX class. Refer passenger to their tour operator. Leisure Sales contact Su Webster</p> <p>Corporate fares refer to the contract for full details contacts Andy Parker or Su Webster.</p> <p>Fares database must have all contract rates and conditions kept up to date.</p>	<p>TO BE AGREED HOWEVER LIKELY TO MIRROR FLYBE POLICY</p>
Flight Cancellation:	
<p>Flight number is cancelled. Passengers can re book at no additional cost onto an alternative flight or get a refund</p>	<p>Per FlyBE</p>
Flight Delays:	
<p><u>Operational/Technical:</u> When Flybe aircraft operating a specific route is unable to operate sector(s). Passenger Charter rules as current apply.</p> <p><u>Weather:</u> Flybe. takes no responsibility for passenger expenses for weather delays although where staff are still on duty they will</p>	<p>Per FlyBE</p>

<p>help passengers wherever possible to secure accommodation or alternative transport at the passengers own cost.</p>	
Group Bookings:	
<p>A Group is a minimum of nine passengers. Contact groups on 0871 5226181 Fax 01392 360343 or email groups@flybe.com. Conditions apply. Cancellations within 6 weeks of departure will incur a 100% penalty. Names can be altered free of charge up to 6 days before outbound travel date. Within 6 days, name changes will incur a £25.00 penalty per person. Itinerary changes between 6 weeks and 6 days before departure will be subject to any difference in fare for new flights plus £25.00 penalty per sector changed per person. Within 6 days of departure, itinerary changes are not permitted.</p>	<p>Groups policy to be agreed however likely to mirror Flybe. Point to Point groups on Loganair network will be managed by Loganair Groups Tel : 0141 842 7451 Groups@loganair.co.uk</p> <p>Group travel involving FlyBE and Loganair will be managed by FlyBE Groups Dept, who will request appropriate rate for applicable Loganair routing from Loganair Revenue Management.</p>
Identification:	
<p>Acceptable Photo ID is required to be shown at check in and boarding gate, a full list can be found on Flybe.com.</p>	<p>Per FlyBE</p>
Infants:	
<p>Infants under two years are charged 12% of adult fare, excluding promotional fares. They have no seat or baggage allowance. Infants booked under the BA codeshare will be entitled to one piece of baggage.</p>	<p>Infants free of charge Baggage allowance of 1 piece of 15kg</p>
Internet:	
<p>Online booking engine www.flybe.com will always offer the cheapest bookable fare, excluding promotions and codeshare</p>	<p>Per FlyBE</p>

flights.	
Fuel Surcharge:	
A charge on all published fares to cover rising cost of fuel	Not applicable as incorporated into the fare
Insurance Surcharge:	
A charge introduced after 11 th Sept 01 to cover increased insurance costs.	Not applicable as incorporated into the fare
Late arrival at check in:	
Passenger forfeits the value of their flight and a new ticket would have to be purchased. No Show policy applies.	Per FlyBE
Minimum Connections:	
The following should be adhered to:	The following should be adhered to:
<u>BE to BE</u> Domestic to International 90 Minutes Domestic to Domestic 90 Minutes <u>BE to Other Airline</u> Domestic to Domestic 120 Minutes Domestic to International 120 Minutes <u>EDI</u> BE to BE 60 Minutes BE to other airlines 60 Minutes <u>GLA</u> BE to BE 60 Minutes BE to other airlines 60 Minutes <u>INV</u> BE to BE & other airlines (dom) 25 Minutes BE to BE & other airlines (Int) 60 Minutes	<u>LC to BE</u> Domestic to Domestic 60 mins <u>LC to other airlines</u> Domestic to Domestic 60 mins <u>EDI</u> BE to BE 60 Minutes BE to other airlines 60 Minutes <u>GLA</u> BE to BE 60 Minutes BE to other airlines 60 Minutes <u>INV</u> BE to BE & other airlines (dom) 45 Minutes BE to BE & other airlines (Int) 60 Minutes

<u>ABZ</u> Domestic to domestic 45 Minutes Domestic to international 60 Minutes	<u>ABZ</u> Domestic to domestic 45 Minutes Domestic to international 60 Minutes
No Shows:	
If passenger has already checked in but fails to present themselves at departure gate at the appropriate time their ticket value will be forfeited and a new ticket would have to be purchased to travel on another flight. Any other decision at the station/duty manager's discretion	Per FlyBE
No Show first sector:	
Passengers should be reminded if they no show on the outbound sector the system will automatically cancel all remaining sectors. If a passenger elects not to travel on the first sector they must contact flybe to cancel unwanted sectors and re protect sectors still required for travel.	Per FlyBE
Name Changes:	
Are permitted only on full itineraries on unused tickets up to 2 hours prior to the first sector being used. There is a £30, €45, CHF75 charge per sector. Plus any upgrade to the next fare if the original class is not available. Please note credit card fees will apply NB – if an itinerary change and a name change are made at the same time only one set of change fees will apply at £30, €45, CHF75 BA Codeshare passengers can only change bookings prior to arriving at the airport via BA and BA's rules will apply. Any BA codeshare passenger wishing to change their flight at the airport may do so, the change fee of £25 per person per sector plus any upgrade to the next available BA codeshare	Per FlyBE

fare.	
Rewards 4 all:	
Separate document on terms and conditions. Threshold for redeeming flights 16 points	Threshold for redeeming flight 24 points
Refunds:	
All fares are non refundable	Per FlyBE
APD:	
Airport Passenger Duty is refunded if flights are cancelled before the departure. All refunds are subject to a handling administration fee.	Per FlyBE
Passenger Service Charge:	
Any refund subject to administration fee.	Per FlyBE
Payment:	
All bookings must be paid and ticketed at the time of reservation.	Per FlyBE
Unpublished Fares:	
Refer to the contract supplied by Corporate/Leisure sales contact Su Webster.	Refer to Loganair for separately negotiated fares. Loganair's network isn't included any corporate or leisure deal arrangement of FlyBE
Revalidation:	
All paper tickets that have had a change to the original itinerary must be re issued. Travel Agents using revalidation sticker run	Per FlyBE.

the risk that they will receive an ADM for the additional charges if no MPD appears in the booking. Flybe ticket desk staff may use revalidation stickers where appropriate.	
Schedule Changes :	
Passengers will be notified by either the Customer Call Service Centre or the Internet Help Desk by e-mail, phone or fax. Passengers will have four days to consider the change and make alternative arrangements where necessary. During the four day period a full refund may be granted at any time. After this time the change is taken as accepted and tickets are again non refundable	Per FlyBE
Ticketing:	
Payment and tickets must be issued at the time of booking, Economy Plus tickets must be issued within 72 hours of booking. Bookings made within 48 hours prior to departure must be paid for and ticketed at time of booking.	Per FlyBE
Tickets on Departure:	
Travel Agents are charged £25 €40 CHF 55 for all TODs handled by Flybe's Call Service Centre (no time restriction) . No charge if the agent rings to check that the TOD message has been received. TOD's can only be arranged within 5 days of departure.	Per FlyBE
Ticket Endorsements:	
Economy Plus is endorsable to other carriers with Flybe's consent.	Per FlyBE

Unaccompanied Minors:	
<ul style="list-style-type: none"> • Unaccompanied minors are children between 6 and 11 years of age. However in order to accommodate BA codeshare passengers policies we will accept any unaccompanied minors booked via BA who are 5 years old. • Children under 5 years old will not be carried unaccompanied. • A fee of £32, €46, per sector is payable for all unaccompanied minors. • All bookings must be made via the Customer Call Centre and full details of the passenger entered in the booking and the parent/guardian advised that the paperwork must be completed at the airport before the airline accepts responsibility for the child. • All unaccompanied minors receive a free drink and snack in flight. • Unaccompanied minor charges will be refunded if the booking is cancelled prior to travel. • Unaccompanied minors will not be charged for baggage up to 20kgs. 	<ul style="list-style-type: none"> • Unaccompanied minors are children between 6 and 11 years of age. However in order to accommodate BA codeshare passenger policies we will accept any unaccompanied minors booked via BA who are 5 years old. • Children under 5 years old will not be carried unaccompanied. • There is no charge for this service. • All bookings must be made via the Customer Call Centre and full details of the passenger entered in the booking and the parent/guardian advised that the paperwork must be completed at the airport before the airline accepts responsibility for the child. • All unaccompanied minors receive a free drink and snack in flight. • Unaccompanied minors will not be charged for baggage up to 15 kgs. • Loganair extend this service for passengers up to 16 yrs of age.

DEBIT AND CREDIT CARD CHARGES

Card Charges Examples	Credit Card min. charge £4.98	Credit Card Ppps £1.99	Debit Card min. charge £1.50	Debit Card ppps £0.99
1 passenger 1 sector	✓	x	✓	x
1 passenger 2 sectors	✓	x	x	✓
2 passengers 1 sector	✓	x	x	✓
3 passengers 1 sector	x	✓	x	✓
2 passengers 2 sectors	x	✓	x	✓

Card Charges Summary	Credit Card min. charge £4.98	Credit Card ppps £1.99	Debit Card min. charge £1.50	Debit Card ppps £0.99
Flight Booking	✓	✓	✓	✓
Itinerary Changes	✓	✓	✓	✓
Name Changes	✓	✓	✓	✓
Excess Baggage	x	✓	x	✓
Exceptional Items	x	✓	x	✓
Seat Assignment*	x	✓	x	✓
Refund Administration Fee	x	x	x	x
Unaccompanied Minor Fee	x	x	x	x
Standard Hold baggage	x	x	x	x

*Pre assigning seats if not done as part of the booking process (including exit seats paid for at check in)