

We're really sorry to tell you that your flight has been cancelled due to [Reason]. Although this is outside our control, we'd like to apologise for the inconvenience caused.

Please see the options available to you and some useful information below.

[If applicable] We recommend you [return/stay at] home and wait for more information. If you'd rather stay in a hotel at/near the airport, please book your own accommodation and transport. Details around reimbursement for additional reasonable costs can be found below.

Please note, if we don't hear from you by [DATE], we will automatically cancel your entire booking and provide a full refund.

OPTION 1 – Choose an Alternative Jet2.com flight

OPTION 1	How to Choose This Option	Additional Information	Refund / Reimbursement
Change your booking free of charge to an alternative Jet2.com flight.	Please contact us on WhatsApp via the Jet2 app to talk to us about alternative Jet2.com flights	Your return flight details will remain unchanged. 	The change to an alternative Jet2.com flight will be free of charge.
OUR UPCOMING FLIGHTS	Expenses You Can Claim While Awaiting the New Flight		
 XXXXX Changes to alternative Jet2.com flights will be made on a first come, first served basis and are subject to availability on those flights. See option 3 for information about changing to a flight with an alternative airline.	 If overnight accommodation is necessary, you can claim up to £250 for a room and up to £20 per person as a meal allowance (excluding alcohol). You can also claim the cost for any transport you pay for to and from your overnight accommodation.  Reasonable refreshments purchased during your wait (excluding alcohol).  Please email your receipts, along with your booking reference, to CustomerExpenses@Jet2.com and our team will review your request. You'll receive a refund for reasonable costs within 14 days of us reviewing and processing your request.  Please make sure your contact details are up to date, so you don't miss any new information. To update your details, log in to 'Manage My Booking' through our website or via the Jet2 app. Please note, if you choose not to change to the earliest Jet2.com flight available, we are not liable for these additional refreshment, transport, and accommodation costs.		

OPTION 2 – Cancel Your Booking & Receive a Refund

OPTION 2	How to Choose This Option	Additional Information	Refund / Reimbursement
Cancel your booking and receive a full refund.	Please contact us on WhatsApp via the Jet2 app if you want to cancel and receive a refund.	If you have a return flight, this will also be cancelled and refunded. 	A refund of your booking will be sent to the original payment card within 7 working days.

OPTION 3 – Make Your Own Travel Arrangements

OPTION 3	How to Choose This Option	Additional Information	Refund / Reimbursement
Book your own alternative travel arrangements, which will be reimbursed by Jet2.com .	Please contact us on WhatsApp via the Jet2 app to let our team know you do not wish to cancel your booking and you want to arrange your own re-routing.	As your booking is not cancelled, any further return flight linked to your booking will remain unchanged. 	To receive reimbursement of your new flight, email your new booking confirmation, payment receipt and Jet2.com booking reference to CustomerExpenses@Jet2.com and this will be reimbursed within 14 days.
WHAT CAN I BOOK?	Expenses You Can Claim While Awaiting the New Flight		
Arrangements to get from your original departure airport to your original destination airport under comparable conditions. For example, a direct flight in economy class with a similar airline, standard class rail fares, or a taxi (if no public transport is available).	 If overnight accommodation is necessary, you can claim up to £250 for a room and up to £20 per person as a meal allowance (excluding alcohol). You can also claim the cost for any transport to and from your overnight accommodation.  Reasonable refreshments purchased during your wait (excluding alcohol).  Please email your receipts, along with your booking reference, to CustomerExpenses@Jet2.com and our team will review your request. You'll receive a refund for reasonable costs within 14 days of us reviewing and processing your request.  Please make sure your contact details are up to date, so you don't miss any new information. To update your details, log in to 'Manage My Booking' through our website or via the Jet2 app. Please note, if you choose not to re-route at the earliest opportunity, but at a later date, we are not liable for these additional refreshment, transport, and accommodation costs.		

For information on your rights under EC Regulation 261/2004, please visit www.Jet2.com/eu261.

FAQs

WILL JET2.COM PROVIDE A REFUND FOR ANY NIGHTS MISSED AT MY OVERSEAS HOTEL/HOLIDAY ACCOMMODATION?

We'll cover the cost of your cancelled flight(s) and any other flights on your booking if you choose a full booking cancellation as stated in the options above. We are not liable to cover the costs of any missed accommodation, please contact your travel insurance company to discuss options regarding your accommodation refunds.

If you have opted for re-routing at the first opportunity, and you've booked and paid for any additional accommodation, transport to and from that accommodation or refreshments whilst awaiting your new flight, we will reimburse any reasonable costs. Information about how claim these costs back is detailed in the relevant option above.

I HAVE A CONNECTING FLIGHT AT MY ARRIVAL DESTINATION, WILL I BE REFUNDED?

Jet2.com operates as a point-to-point airline, so we can't offer refunds for connecting flights.

WILL JET2.COM COVER ANY ADDITIONAL COSTS THAT I OCCUR E.G. CAR PARKING, CHILDCARE OR PET CARE?

If you have any additional costs such as car parking or childcare etc, please pick these up with your travel insurance provider.

We'll cover the cost of any reasonable expenses while you are waiting for the next **Jet2.com** flight or re-routing yourself at the earliest opportunity. Further details are outlined above.

For the latest flight information, please visit www.Jet2.com/info