

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.

Please note, we'll automatically book you onto the next available Jet2.com flight and details will be sent to you by email and text. If you don't want to take the flight, and we don't hear from you by [DATE], we'll automatically cancel your booking and provide a refund for your cancelled flight.

OPTION 1 – Alternative Jet2.com Flight

OPTION 1	How to Choose This Option	Additional Information	Refund / Reimbursement
We've automatically booked you on the next available Jet2.com flight. We will send your new flight details to you via email and text message.	The flight has been automatically chosen for you. If you don't want to accept this flight, please contact us on WhatsApp via the Jet2 app by XXXXXX or call XXXXXX to talk to us about alternative Jet2.com flights. If you booked your holiday through a travel agent and don't want to accept this new flight, please contact them to discuss booking an alternative flight.	Our team will try their best to find alternative hotel accommodation for the evening if it is required. It may be quicker to arrange your own overnight accommodation and transport (details below).	The change to an alternative Jet2.com flight will be free of charge.
OTHER INFORMATION	Expenses You Can Claim While Awaiting the New Flight		
 XXXXXXX If you do not wish to accept the flight we have automatically chosen for you, alternative flights can be booked on a first come, first served basis. If you select an alternative flight, we'll be back in touch with your new departure time and pick-up point from your overnight accommodation (if applicable). 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 chose not to accept the flight automatically chosen for you, but chose an alternative flight at a later date, we are not liable for these additional refreshment, transport, and accommodation costs.		

OPTION 2 – Cancel Your Flight and Receive a Refund

OPTION 2	How to Choose This Option	Additional Information	Refund / Reimbursement
Cancel your flight and receive a refund for your cancelled flight.	To cancel and receive a full refund for your cancelled flight, please contact us on WhatsApp via the Jet2 app or call XXXXXX	If you've booked a Jet2holiday through a travel agent, you'll need to contact them to receive your refund.	A refund of your cancelled flight will be sent to the original payment method 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 .	If you're able to make your own travel arrangements to get to your original arrival airport (UK), please let us know on WhatsApp via the Jet2 app or at the Jet2.com Customer Help Desk.	If you require overnight accommodation, please arrange this yourself. Details regarding reimbursement can be found below.	To receive reimbursement of your new flight, email your new booking confirmation and payment receipt, and your original Jet2.com booking reference to CustomerExpenses@Jet2.com and this will be reimbursed within 14 days. Please also follow this process if you made your booking through a travel agent.
WHAT CAN I BOOK?	Expenses You Can Claim While Awaiting the New Flight		
Arrangements to get from your original departure airport to your original arrival airport (UK) under comparable conditions. For example, a direct flight in economy class with a similar airline, standard class rail fares, or a taxi (only 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, including the flight which was automatically chosen for you, 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 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