

# OPERATIONAL MEMO

The easyJet logo, consisting of the word "easyJet" in white lowercase letters on an orange rectangular background.

Memo #	OM191
Title	New Guide for Cancelled Flights for Customers
Date of Issue	25/02/2025
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Reviewed by	Ground Ops Customer Team

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## Reason for Issue

To inform Ground Crew of the new Guide for Cancelled Flights that should be handed out to customers if their flight is cancelled and they need information about what options are available.

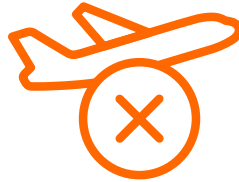
## Details

This Guide for Cancelled Flights will be available on the Connected Portal to print out and on the Cubiquity portal to order from March 2025.

It will direct customers to our self-service portal where they can manage their own booking.

Please note that this Guide is only for easyJet flight only Customers (easyJet holidays Customers cannot use the self-service portal to manage their flights).

# HOW TO MANAGE YOUR DISRUPTED EASYJET FLIGHT



We're sorry for the inconvenience caused by the disruption to your flight. We've created this guide to support you with the next steps you now need to take.

## Need a visual guide instead?

Please **scan the QR code** for our video to support you with managing your disruption.



### 1. Understand your options:

- **Book a new flight for free** **or**
- **Choose a refund** **or**
- **Choose an easyJet voucher**

#### Important

Please choose carefully as your selection cannot be changed once confirmed. For more details on your options, visit Flight Tracker on the easyJet app or by going to **[www.easyjet.com/en/flight-tracker](https://www.easyjet.com/en/flight-tracker)**.


### 2. Login to our self-service portal:

Once you've reviewed the available options, **one** customer per booking can select the preferred option within the portal. This choice will apply to everyone on the booking.

**How?** Go to **[journey.easyjet.com](https://journey.easyjet.com)** or **scan the QR code**.

You then need to enter your **surname** and **booking reference**.





Login to manage your booking

☐ Please confirm that you have permission to make changes for all passengers on this booking.

Login

After clicking "Login", please enter your preferred contact details on the next screen so we can send you confirmation of your choice.

### 3. Select your option

You can now opt to change your cancelled flight, or all flights on the booking. Alternatively, you can request a refund or voucher.

Review your options: choose a new flight, voucher or refund

Disrupted flight

Cancelled flight

Flight EJU8675 Tue 10 Dec 24 CANCELLED

easyJet London Gatwick LGW 10:10 AM 1h 15m Amsterdam AMS 12:25 PM Change flight

▼ Show journey details

Adult x 1

Request a voucher or refund

### 4. How to change your flight

If you choose to change your flight, you can find more options by changing the date via the calendar option, and changing the departure/arrival airport. Make sure to also check the number of connections on the new flight.

#### Don't forget

You'll need to follow this process for each flight on the booking you wish to change.

We've found these options for you which may include indirect flights, with a minimum connecting time of 3 hours, or flights with other airlines. You can also search for easyJet flights to or from airports within the same country. Please check your flight details carefully.

Your original flight was EJU8675  
departing London Gatwick Tue 10 Dec 24, 10:10 AM

Choose departure date

Wed 11 Dec 12 Dec 13 Dec

Change departure airport or/and destination (you can choose up to three airports)

London Gatwick to Amsterdam on Wed 11 Dec 24

easyJet EZY8685

LGW 18:25 PM 1h 15m AMS 20:40 PM Select flight

▼ Show journey details

If you're eligible for an overnight hotel, you'll be able to select this in the portal too once you've clicked on a new flight.

Your new flight(s)

Flight EZY8685 Wed 11 Dec 24

easyJet London Gatwick LGW 18:25 PM 1h 15m Amsterdam AMS 20:40 PM Change flight

▼ Show journey details

Would you like us to provide you with complimentary hotel accommodation once you confirm your flight change?

☒ Yes

Request a voucher or refund Confirm

### 5. Confirm your choice

Once you've selected and confirmed your option, you'll receive a confirmation email from us.

### 6. Further information

Please refer to our "If your flight is delayed or cancelled" leaflet for full details on your rights. If you haven't received this, or for any other questions, please speak to a member of our team in the airport.