

OPERATIONAL MEMO

easyJet

Memo #	OM204
Title	Boarding Pass colour change
Date of Issue	12 th August 2025
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Reviewed by	JE, IC, SD, VG, FC, HM

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Reason for Issue

To Advise Ground Crew that the colour of the digital boarding passes has changed. The orange colour will indicate if the customer is entitled to use the Speedy Boarding (SB) queue, and the white colour will indicate All other customers.

Details

From the 14th August you will start to see a change in colour of the digital boarding passes. The colour change will indicate if the customer is entitled to use the SB queue, which will assist Ground Crew in directing customer.

Please see below for images:

In App Boarding Pass



S1 / S2
Entitled to SB

Apple Boarding Pass



Not entitled to SB
All other
customers

Apple Boarding Pass



S1 / S2
Entitled to SB

Google Boarding Pass



S1 / S2
Entitled to SB



Not entitled to SB
All other
customers

Additional Information

For Special Assistance customers, unless they have purchased a Cabin Bag, the boarding pass will have a white background but are still entitled to use the SB queue if this is shared.

Please note that customers who have already downloaded their boarding passes prior to this date will have a standard boarding passes, so Ground Crew will still need to check if the customer is entitled to SB.

This Process does not change for Staff Travel bookings. The customer maybe in possession of a white boarding pass, but also carrying their staff ID.

By 1st October we should only see the above style boarding passes.