

M # SM213**Title** Flexi Pass product**OPR #**

N/A

**Issue
Date:**

13/11/2025

**Effective
Date:**

13/11/2025

**Valid
Until:**

NA

Written By:

eJ Customer Operations

Approved By:

eJ Ground Ops Nominated Persons

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Reason for Issue:

To inform Ground Crew that a product called Flex Pass has been introduced. Flex Pass allows a customer to change a flight once without incurring additional charges.

Details:

The Flex Pass can only be purchased online at the time of booking, and with this customers can make changes to the departure date, time, arrival and departure airports.

- Changes can only be made via the app, website or by calling CMC. This can not be done at an airport.
- Changes can be made up until 2 hours before the scheduled departure time of the original flight.
- Flex Pass changes will apply to all customers on the booking and are subject to seat availability on the new flight.
- The name and or number of customers cannot be changed with Flex Pass.
- A fare difference payment, if any will be charged. If the new flight has a lower fare, the fare difference will not be refunded.
- Flex Pass is not applicable for infants or group bookings
- The Flex Pass can only be used on a flight once, any further changes will incur a change fee and normal terms and conditions will apply.
- Flex Pass is non-transferrable to any other booking.

Changes to a flight using the Flex Pass CAN NOT be made at the airport. This can only be done via the app, website or by calling the CMC.