

M # SM213

Title Flexi Pass product

OPR #	N/A	Issue Date:	13/11/2025	Effective Date:	13/11/2025	Valid Until:	NA
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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-transferable 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.