

SM #	220
-------------	-----

Title	easyJet holidays Luxury Product
--------------	---------------------------------

OPR #	N/A	Issue Date:	24/03/26	Effective Date:	29/03/26	Valid Until:	01/01/25
--------------	-----	--------------------	----------	------------------------	----------	---------------------	----------

Written By:	eJ holidays Customer Team	Approved By:	eJ GO Nominated Persons
--------------------	---------------------------	---------------------	-------------------------

The contents of this document are highly confidential and must not be shared with anyone else, except strictly for the purposes of providing ground handling services to easyJet. Copyright and all other intellectual property rights in the material belong to easyJet Airline Company Limited.

Reason for Issue:

The easyJet holidays Luxury Collection is launching for the UK market from the 1st of April. Additional products are included in the luxury product, which Ground Crew must be aware of at check in and boarding.

Details:

Check in:

- easyJet holidays Luxury Collection customers will be identifiable by HOLS SSR code and S1 in eRes. Their entitlements will also be clearly shown on their boarding card.
- easyJet holidays Luxury Collection customers are entitled to 26kg of hold luggage. This will automatically be recognised by the system.
- easyJet holidays Luxury Collection customers are entitled to speedy boarding both inbound and outbound.

Boarding:

- easyJet holidays Luxury Collection customers are entitled to one large cabin bag per person on the booking. These will be included in the S1 large cabin bag count that should be checked before the flight. They are also entitled to a small under the seat cabin bag.
- easyJet holidays Luxury Collection customers are entitled to fast-track security from their UK departure airport.
- easyJet holidays Luxury Collection customers are entitled to speedy boarding.
- easyJet holidays Luxury Collection customer are in a protected group and should not be offloaded or their bags put in the hold.
- Luxury collection customers have a dedicated team looking after them – we share their contact details with luxury customers in pre-travel emails. This contact number should be used by luxury customers only. For On Holiday Support, customers should use the contact details sent to them by SMS.