

SM # 223 – Re-issue

Title EES Full Implementation 10.4.2026

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### **Reason for Issue:**

Additional guidelines have been included to support larger volumes of denied boarding customers at the gate

*In exceptional circumstances where more than 10 customers per flight are denied boarding as a direct result of delays at immigration control caused by EES checks, the ground crew must contact the Customer Disruption Officer (CDO) to seek approval for a free of charge transfer.*

*Ground crew must be able to establish and confirm to the CDO that, the delay occurred at immigration and was exclusively attributable to EES processing, with no other contributing factors.*

*Under no circumstances should a free-of-charge transfer be requested or granted unless this condition is fully satisfied and approved by the CDO.*

*For all other scenarios, including those involving vulnerable customers or special circumstances, ground crew must follow the same escalation process by contacting the Customer Duty Officer (CDO) for guidance and approval. No discretionary decisions should be made without CDO involvement.*

**The Missed flight leaflet should be handed out if an individual misses their flight or late to the gate they are offering guidance on what they can do next**

### **Details:**

From the 10<sup>th</sup> of April 2026, 29 EU and Schengen countries will implement the Entry Exit System for 100% of applicable customers.

To help mitigate some of this risks that this massive change could create, we have taken the following actions:

- We have made arrangements with a number of airports to extend bag drop opening and closing times, this is to assist Ground Crew and customers to manage their journey.
- We have written to all airports to highlight our concerns and that we cannot hold customers on board our aircraft and that airports must have adequate and well-trained staff to assist customers and manage them in a timely way to ensure they can be disembarked and boarded safely.
- We have written to the European Commission and Members States to highlight our concerns.

**Our priority must be to protect OTP.**

As a guide if we are missing UP TO 25 customers we should depart on time.

If we are missing over 25 customers, then teams should work to get the customers processed as quickly as possible and board them. This is a guide and to be managed on a flight-by-flight basis.

There is NO need to contact ICC before offloading missing customers.

Pilots will not contact ICC to request to delay the flight. It's the "flight" ops trinity team (TCO Pilot Cabin Manager) that will, together, make the best decision depending on the specific case.

The **TCO role will be key** here as we expect the TCO to communicate and inform the Pilot and/or the CM on the missing customers and the estimated time it will take to either offload bags or wait for customers – the final decision will sit with the TCO.

In case of a school group or big group, we will make all our best to reunite the group as a priority.

To support customers, we send **communications** pre-flight and have information on the app, and website, examples below.

**Customer Communications**

Cell	Audience	Audience selection criteria + exclusions	Customer experience impact	Channels - trip / flight level	Channels - overarching booking (EN language)	Channels - overarching booking (FR, IT, ES, PT, NL, DE language)
Group 1	All contactable passengers on a flight from non schengen zone country into a schengen zone country	Travelling a non s. country to s. country Exclusions - propose to send to every flight for coming period and reassess to apply a cap in the future to avoid over contacting Select up anyone that is travelling in the next 7 days, with a daily extract to pick up late bookers	Queues at arrival airport Plan onward journey as there may be delays i.e taxi or transfer	Blog, in app, push message, leaflet	Variant A - arrival into schengen zone email - focus on allowing time for onward travel, video to support inbound message	EN, FR, IT, ES, PT, NL, DE (revert to EN for remaining languages)
		Hols	Conf with hols team			
Group 2	Outbound from schengen zone	Travelling a s. country to a non s. country Exclusions - propose to send to every flight for coming period and reassess to apply a cap in the future to avoid over contacting Daily send -48 hrs to departure	Queues at departure airport Additional step at passport control where EES will be done Separate step to security Plan their journey in advance, get to Bag Drop when it opens, head to gate as soon as it's called	Blog, in app, push message, leaflet	Variant B - departure out of schengen zone email - focus on arriving at the airport on time and proceeding to the gate as soon as possible - video to support outbound message	EN, FR, IT, ES, PT, NL, DE (revert to EN for remaining languages)
		Hols	Conf with hols team			

**Flight Tracker**

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Updated 2 days ago by easyJet Operations Control

As part of the rollout of the Entry/Exit System (EES), non-EU nationals visiting certain countries may experience new border checks at arrivals and departures. This applies to 25 EU Member States and 4 Schengen Associated Countries, the full list of participating countries can be found [here](#). You may also experience longer wait times at passport control while the system is being implemented, so please consider this when planning your journey. For full details, please visit <https://travel-europe.europa.eu/en/ees>.

**easyJet Operations Control**

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**Important update – new border checks may affect queue times**

Airports across Europe may experience longer queues at passport control whilst the new European Entry /Exit System (EES) border checks are being completed. This will mean you may need to have your biometrics taken including your face and fingerprints scanned.

**Here are some tips to make it to your gate on time:**

- Plan your travel to and through the airport, as you may experience longer queues
- If you need to go to Bag Drop, go there as soon as it opens
- Make your way through security as early as possible

- Make your way through security as early as possible
- There may be additional checks at passport control before your gate
- Head to the gate or boarding area as soon as it's announced
- Make sure you have the correct documents to travel
- You may experience longer queues in your arrival airport

For full details about the EES scheme and the participating countries please visit - <https://travel-europe.europa.eu/en/ees>.

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**QR Code for missing customers**

If unfortunately, a few customers have been denied boarding, ground crews will look after them and will book them on the next available flight.

If too many customers have been denied boarding, and to avoid them to wait for too long, ground crew will explain them the situation and will provide the newly created QR code so the customer can contact the CMC via Live Chat or phone to arrange a new flight.



If customers are unable to use our Live Chat service, they can also contact our team on a UK telephone number 0044 (0)3305515147., or on our web site, with their booking reference to hand.

**Holidays Customers**

If Holidays customers have been denied boarding, the UK-based On Holiday Support Team will be available 24 hours a day. Customers can find their contact details on a text sent to them on their scheduled departure date, or in their 'getting ready to go' email sent three days before their holiday start date.

They can also find these details on their view booking page at [www.easyjet.com/holidays](http://www.easyjet.com/holidays)

If they need to contact the 'On Holiday Support line', please call +44 330 123 5025.

Process is unchanged and ground crews need to use the same QR code or contact details for any HOLS customers.

If customers have booked a package holiday not with easyJet holidays, they need to contact their travel agency directly to discuss their options.