



# PROTECTING HOLIDAYS CUSTOMERS



**Did you know that easyJet holidays customers are in the protected group?**

**You may ask yourself “Why?”**

Holidays customers are protected by the UK Package Travel Regulations 1992, meaning they have additional rights than a flight-only customer. Therefore **easyJet holidays customers must be protected, and not denied boarding** (unless in cases of disruptive behaviour).

You can easily identify a holidays customer by the HOLS SSR code on eRes.

If you have any other questions, please speak to your manager or review the current version of the GHM.

If you need to contact the ‘On holiday Support line’, please call **+44 330 551 5170**.