

OPERATIONAL MEMO

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| Memo # | OM-183 - Making Post booking changes |
| Title | Making Post booking changes |
| Date of Issue | 27th Nov 2024 |
| Written by | Sara Dipeolu – Customer Operations Specialist November 27, 2024 |
| Reviewed by | GO Customer |

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Reason for Issue

To make Ground Crew aware of the correct procedure when making changes post booking.

Details

If a customer wishes to make changes post booking, Ground Crew should first direct them to their original booking channel. For example:

- If the booking was made through our website, advise the customer to manage it via our website.
- If the booking was made through a travel agent, advise them to contact that agent.

If the customer cannot make changes through their original booking channel or is unable to reach their travel agent or booker, they should be directed to contact the CMC for further assistance.

Direct Bookings (bookings made on the easyJet website or app)

- Refer the customer to manage their booking online in the first instance.
- Customers can add seats and bags via Manage Bookings on the website/app (using their booking reference & surname, or by logging in using the account that made the original booking) or through the CMC (live chat or call).
- Customers can change their flights through Manage Bookings on the website/app provided they log in using the account that made the original booking only, or they can contact the CMC (live chat or call). Changes can only be made up to 2 hours before a flight's departure, though Ground Crew may be able to assist up to 1 hour before the flight departs.
- If a flight is affected by disruption an email is sent with a link to Manage Bookings where the customer can access our SSDM portal and manage their affected booking.
- Reasonable expenses can be claimed via the webform on the website by the customer.

Indirect Bookings (easyJet Holidays, other tour operators, travel agents, online booking tools, OTAs, TMCs)

- Refer the customer to manage their booking through their travel agent (original booking channel) in the first instance.
- Customers can add seats and bags via Manage Bookings on the website/app, through their travel agent or through the CMC (live chat or call).
- Changes to flights can only be made through their travel agent (original booking channel) or through the CMC. Changes can only be made up to 2 hours before a flight's departure, though Ground Crew may be able to assist up to 1 hour before the flight departs.
- If a flight is affected by disruption an email is sent with a link to Manage Bookings where the customer or agent can access our SSDM portal and manage their affected booking. The SSDM is not available for

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- Group bookings (see below)
 - Bookings with more than 9 passengers
 - Series seats bookings (ie. tour operators including easyJet Holidays)
 - Staff standby bookings
 - Divergent bookings
 - Duty travel bookings
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- Where SSDM is not available, customers should contact the original booking agent in the first instance, and the CMC as back up.
 - Reasonable expenses can be claimed via the webform on the website by the customer or the travel agent (original travel booker).

Group Bookings

- Refer the customer to manage their booking through their original travel booker in the first instance.
- Customers can add seats and bags via Manage Bookings on the website/app, through the main travel booker or through the CMC (call only).
- Customers can change their flights through the CMC only (call only, live chat unavailable for groups), preferably by the main travel booker.
- SSDM is not available for group bookings, so in case of disruption the customer must contact the CMC.
- Reasonable expenses can be claimed via the webform on the website by the customer or the travel agent (original travel booker).

CMC

CMC core language phone line open hours are below. Live chat is available in English 24/7.

- United Kingdom +44 (0) 330 5515151 Open 8am-10pm local time, Monday-Sunday
- Austria +43 (0) 1 2533025 Open 8am-8pm local time, Monday-Sunday
- Croatia +385 (0) 20 590022 Open 8am-8pm local time, Monday-Sunday
- Denmark +45 32740740 Open 8am-8pm local time, Monday-Sunday
- France +33 (0) 9 77407770 Open 8am-8pm local time, Monday-Sunday
- Germany +49 (0) 30 726297510 Open 8am-8pm local time, Monday-Sunday
- Greece +30 21 30020066 Open 8am-8pm local time, Monday-Sunday
- Israel +972 (0) 79 5723947 Open 8am-8pm local time, Monday-Sunday
- Italy +39 02 32068889 Open 8am-8pm local time, Monday-Sunday
- Netherlands +31 (0) 20 7946405 Open 8am-5pm local time, Monday-Friday
- Portugal +351 21 1222210 Open 8am-8pm local time, Monday-Sunday
- Spain +34 900827352 Open 8am-8pm local time, Monday-Sunday
- Switzerland +41 (0) 22 5926600 Open 8am-8pm local time, Monday-Sunday

easyJet Plus & Flight Club

- English +44 (0) 330 5515146 Open 8am-8pm UK time, Monday-Sunday
- French +33 (0) 9 77407768 Open 8am-8pm UK time, Monday-Sunday
- Spanish +34 93 6410004 Open 8am-8pm UK time, Monday-Sunday
- German +49 (0) 30 726297514 Open 8am-8pm UK time, Monday-Sunday
- Italian +39 02 32068893 Open 8am-8pm UK time, Monday-Sunday
- Spanish +34 93 6410004 Open 8am-8pm UK time, Monday-Sunday

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Special Assistance

- United Kingdom 0800 2606686 Open 8am-8pm local time, Monday-Sunday
- France 0800 949393 Open 8am-8pm local time, Monday-Sunday
- Germany 0800 0000077 Open 8am-8pm local time, Monday-Sunday
- Italy 800 922239 Open 8am-8pm local time, Monday-Sunday
- Netherlands 08004004004 Open 9am-5:30pm local time, Monday-Sunday
- Portugal 800 780088 Open 8am-8pm local time, Monday-Sunday
- Spain 900 801 801 Open 8am-8pm local time, Monday-Sunday
- Switzerland 0800001999 Open 8am-8pm local time, Monday-Sunday
- Rest of the World +44 330 5515167 Open 8am-8pm UK time, Monday-Friday

Groups

- English +44 (0) 330 551 5144 Open 9am-5:30pm UK time, Monday-Sunday
- French +33 (0) 97 740 7765 Open 8am-4:30pm UK time, Monday-Friday
- German +49 (0) 30 7262 97511 Open 8am-4:30pm UK time, Monday-Friday
- Italian +39 02 3206 8890 Open 8am-4:30pm UK time, Monday-Friday
- Spanish +34 93 641 0001 Open 8am-4:30pm UK time, Monday-Friday