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OPERATIONAL MEMO

Memo #	OM184
Title	New Style Web Boarding Pass
Date of issue	11/12/2024
Written by	Aleta Love
Reviewed by	GO Customer Operations

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Reason for Issue

This is to provide a visual example of the new style web boarding pass.

Details

This is to advise all airports that over the coming months this new style web boarding pass will be used by customers.

It will initially start from LTN and LGW from 12th December, but you will start to see this on other routes.

Over the last few months, there have been a number of checks carried out to ensure it works in all areas of the airport.

For a period of time, you will see a mixture of current and new style boarding passes, and they are both acceptable.

Please see below an example of the new style web boarding pass.

Passenger names including titles and infant details (if applicable)

SMITH, JOHN MR
SMITH, OLIVER (INFANT)

12***6789
98***4321

Booking type (HOLIDAY, staff travel, worldwide)

Scheduled departure date and gate closes time (based on scheduled flight time)

Flight details including IATA airport codes for departure and arrival, airport names, flight number, route and information (if applicable)

Scheduled flight departure time, seat number (can have a * star signifying it has been purchased up-front), boarding position (if necessary) and scheduled arrival time

Information relating to purchased ancillaries with quantity and details. If no bags are included, these are purchased as display items. Conditional large cabin bags have a different wording

Flight extras and services included in the booking such as:

- Eligibility to use easyjet Plus Bag Drop
- Fast Track Security (only available at eligible airports)
- Speedy Boarding
- Food & Drink onboard vouchers with quantities and monetary values

Did you see personalised advertisements in-house advert is being displayed if no personalisation is triggered.

Travel document details including partially masked numbers and document type (P, I, A, B). This section is only displayed on non-international flights where we collect APIE up-front

2D PDF417 type bar code with booking reference, priority boarding group (row, X1, X2 and X4) and a boarding sequence number

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Boarding Pass



K8MBNWB S2 S500

Important Information

Photo ID is compulsory on all flights. You will need a valid passport or, where permitted, a national identity card.

Special Assistance

You have requested special assistance, so please tell the assistance provider, or our Bag Drop staff, what support you need as soon as you arrive – even if you want to make your own way through the airport.

Please arrive at least two hours before departure to ensure you can get through the airport processes in good time.



