

OPERATIONAL MEMO

Memo #	OM-167
Title	New Artwork released for LRV's
Date of Issue	13 th June 2024
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Reviewed by	Customer Ops Team

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Reason for Issue

To inform teams on the new artwork for LRV's and outline their use

Details

This is to show the new artwork for Light Refreshment Vouchers (LRV's) and to clarify they are not accepted onboard.

The new artwork for the Light Refreshment Voucher (LRV) is displayed. It features a vertical 'BINDING' label on the left. The main body is orange and white. It includes a 'Series no.' field with the value 4705071. Below this is the 'LIGHT REFRESHMENT VOUCHER' title. A section titled 'Tick one box only' lists various currencies and their values: GBP 3.00, EUR 4.50, CHF 10.00, CSK 125, HUF 1,140, MAD 50.00, DKK 33.50, PLN 17.00, TRY 8.50, and SKK 662. Below this is a warning: 'This voucher cannot be used for cash. No change given • Excludes alcoholic beverages'. There are fields for Date, Amount, Flight No., Agent Ref., Date, Mate No., Airport, Series No. (4705071), Flight No., Agent Ref., and Book No. A 'Passenger Information' section states: 'These vouchers can be redeemed for food and soft drinks in the airport terminal. They may not be redeemed against alcoholic beverages. The voucher cannot be redeemed against cash nor any change given.' A 'Retail Outlet Information' section states: 'Till receipt to be attached to the voucher for auditing purposes.'

The new LRV above can be ordered via the Cubiquity Portal.

Please ensure all Old style LRV's shown below are destroyed and not used at your airports.

The old style artwork for the Light Refreshment Voucher is shown. It has a similar layout to the new one but with a different color scheme (more orange). It includes a 'Series No.' field, the 'Light Refreshment Voucher' title, and a 'Tick one box only' section with currency options: 1.00 GBP, 0.50 CSK, 1.00 HUF, 1.00 SKK, 4.50 EUR, 0.50 DKK, 1.00 CHF, 0.50 PLN, 0.50 MAD, 4.50 TRY, 0.50 MAD, 1.00 LVL. Below this is a warning: 'This voucher cannot be redeemed for cash. No change given • No alcoholic beverages'. There are fields for Date, Amount, Flight No., Agent Ref., Date, Mate No., Airport, Series No., Flight No., Agent Ref., and Book No. A 'Passenger Information' section states: 'These vouchers may be redeemed for Food and Soft Drinks in the designated airport's Catering Facilities and On Board. & Don'ts: They may not be redeemed against Alcoholic Beverages. This Voucher cannot be redeemed against cash nor any change given.' A 'Retail Outlet Information' section states: 'Till Receipt to be attached to the Voucher for Auditing Purposes.'

Please also note that paper LRV's must not be issued at airports who are live with iCoupon. Please contact #GroundOpsCustomer@easyjet.com for any help and support.

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The easyJet logo, featuring the word "easyJet" in white lowercase letters on an orange rectangular background.