

FLEXIBLE BOOKING OPTIONS

You've spoken; we've listened and taken action. We've overhauled our standard terms and conditions to offer travel agents greater flexibility when booking with easyJet holidays, so you can be confident when booking a holiday for your clients.



1. Covid commitments

We're offering additional flexibility where holidays are affected by the government traffic light system or restrictions in destination. All holidays due to depart by 30 September 2021 can be changed, with a low flat £25 fee, up to 28 days before travel.

If a holiday destination falls on the amber list, your customers can make changes to their booking for free right up to 24 hours before departure.

If a destination is on the red list, your customers can make fee free changes or they can choose to not do anything and we'll cancel their holiday no later than seven days before travel and process a full refund. We'll also cancel any holidays and offer a full refund where there is a known routine quarantine requirement in destination and providing proof of a negative Covid-19 test won't allow customers to go without this quarantine period.



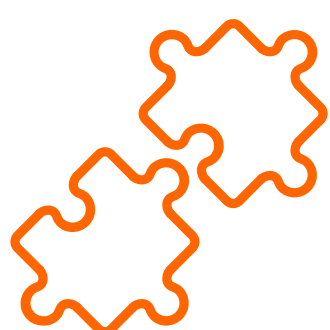
2. Refund guarantee

We know things can change, or customers might simply change their mind. We'll do all we can to support you and your customers in this scenario, which might include free amendments. And if we need to cancel your holiday, we'll offer a full refund to customers.



3. More time to decide

Want flexibility? You've got it. We have reduced final balance payment terms with your consortia. The final balance is now due 35 days* before departure, giving your customers flexibility if plans change. (Final balance date reduced from 70 to 35 days*). *payment terms may vary by consortia / agency head office.



4. Freedom to change

Change your customers' holiday with ease, by calling us on 0330 551 5175. We've simplified and reduced the costs to make changes via our customer service team; with the introduction of a low flat fee of £25 per booking (up to 28 days before departure).



5. Low deposits

Plan ahead with confidence. We offer a low deposit of £60 per person giving your customers the freedom and flexibility to book a holiday without a big financial commitment. Don't forget, we also include 23kg hold luggage per person on all holidays, and free transfers on beach holidays.