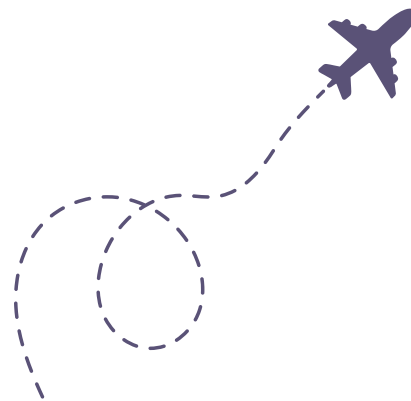




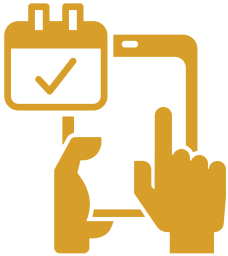
Isle of Man Airport Passenger Guidance

April 2024
Version 1.1



Introduction:

Our shared mission with airlines and ground handling agents is to ensure hassle-free travel experience from check-in to arrival. Despite the best efforts disruptions can occur. We understand that flight disruptions such as delays or cancellations can be inconvenient and stressful. Here is a guide to help you navigate through such situations:



STAY INFORMED

Check the status of your flight. You can do this through the airline's website, mobile app or by contacting their customer service. You can also approach our ground handling staff or information desk staff on the ground floor. They are available to provide up to date info regarding your flight.

Remember to keep an eye on airport information screens for updates regarding your flight.



KNOW YOUR RIGHTS

Familiarise yourself with the terms and conditions of your ticket, including the airline's policies on compensation and rebooking in case of disruptions. Understand your rights as a passenger, especially regarding compensation and assistance, as per regulations such as EU Regulation 261/2004.

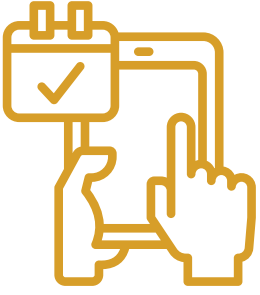
The purpose of the regulation is to protect passengers against the inconvenience caused by long flight delays or cancellations. Passengers are only entitled to claim under the law if the delay or cancellation was within the airlines control. EU Reg 261/2004 requires the airline to compensate passengers when the flight delays or cancellations result in passengers reaching their final destination more than 3 hours later than originally scheduled. The regulation regarding disruption is easily accessible and available online.



STAY ALERT

In the event of a flight disruption, your cooperation is essential to ensure a smooth process for everyone involved. Here's what to do if you have been informed that your flight has been cancelled: Please pay attention to announcements made in the departure lounge. You will be asked to leave the departure lounge, collect your luggage, and proceed to the ground handling agent check-in desks. Upon hearing the announcement, please follow the instructions provided and proceed promptly to the designated area. Our staff will be there to assist and guide you through the next steps. It's crucial to listen carefully to any announcements made throughout the process. This ensures that you stay informed and aware of any further instructions or developments regarding your flight.

If your flight is delayed: Rest assured that our ground handling agents will provide you with regular updates regarding the delay time and the reason for the delay. Keep an eye out for updates and announcements in the departure lounge. Our team is committed to keeping you informed and ensuring transparency throughout the delay process. Your cooperation and understanding are greatly appreciated as we work to address any flight disruptions effectively.



REBOOKING OPTIONS

Airlines offer rebooking options for affected passengers. This may include being booked on the next available flight or receiving a refund if the flight is cancelled. Explore alternative flight options with the airline's assistance or the ground handling agent, such as rerouting or travelling on another day.



SEEK ASSISTANCE

Our airport staff are available to assist you. Don't hesitate to approach them for help or clarification.



REMAIN PATIENT

Flight disruptions can be unpredictable, and resolving them may take some time. Please stay calm and patient while the airline or the ground handling staff work to assist you

We want to ensure that you are well prepared in the event of a flight disruption while travelling from Isle of Man Airport. Below are the airlines currently operating from our airport and some direct advise for each airline should you face disruption.

1. EasyJet
2. Logan Air
3. Aer Lingus
4. Blue Islands
5. Fly direct holidays - operated by British airways
6. Fly direct holidays - operated by Smartwings

Aer Lingus 

smartwings 

 blueislands
THE WELCOME DIFFERENCE

FlyDirect
HOLIDAYS

easyJet

 Loganair
Scotland's Airline

For full list of the routes offered by these airlines please visit our website
<https://www.airport.im/arrivals-departures/routes-and-airlines/>

In case of a flight disruption here is guidance for each airline:

Arline: easyJet

Overnight delays – does not constitute a flight cancellation, your flight will be rescheduled to ensure you reach your destination. If your flight is delayed overnight and you need accommodation, our ground handling agents will be on hand to ensure your comfort and convenience throughout the process. Here's what you can expect from us : Accommodation Arrangements: Our ground handling agents will book accommodation for you in a nearby hotel, ensuring your comfort during the overnight delay. (At peak times this can take time to find available rooms, and we appreciate your patience with the team)Transportation Services: Transportation will be arranged for you from the terminal building to the hotel and back, either the next day or whenever your flight has been rescheduled. Information on New Flight Timing: Our staff will provide you with updated information regarding the timing of your new flight, as well as new boarding passes for your convenience. Please be patient during this process, as arranging accommodation and transportation may take some time. Rest assured that our team is working diligently to ensure everything is taken care of smoothly.

Cancellations – Unfortunately, flight cancellations can occur, and we understand the inconvenience this causes.

Here's what to do in case of a flight cancellation with easyJet : Use the Airline App (free to download from App Store and Google Play) Adjustments can be made conveniently using the airline app. Simply navigate to "Manage Booking" where you can book an alternative flight, request a refund and arrange accommodation if needed.

Our ground handling agents are available to assist in exceptional situations where passengers are unable to access the app.

As an alternative passengers could self-book accommodation if necessary. You can claim any expenses incurred, including transport, from the airline, please remember to keep all receipts.

Package Holiday Bookings: If you booked a package holiday through a travel agency, please contact them directly for assistance with your arrangements.

EasyJet Holidays: For bookings made through easyJet Holidays, please contact easyJet customer service for support and information.

Flight Delay Over 2 Hours -In the event that your flight is delayed for more than 2 hours the ground handling agent will be issuing refreshment vouchers to affected passengers

Detailed information is available on the easyJet website :

<https://www.easyjet.com/en/help/boarding-and-flying/delays-and-cancellations>

Airline: Logan Air

In the unfortunate event of overnight delays or cancelled flights with Loganair we want to assure you that the ground handling agents will be available to assist you every step of the way. Here's what you need to know: the ground handling agents will be on hand to book alternative flights and accommodation for affected passengers. They will also arrange transportation to and from the airport as needed.

For additional information and details on how to proceed in case of flight disruptions, please visit the airline's website

<https://www.loganair.co.uk/search/?searchTerm=Cancelled+flight>

Flight Delay Over 2 Hours - Flight Delay Over 2 Hours -In the event that your flight is delayed for more than 2 hours the ground handling agent will be issuing refreshment vouchers to affected passengers.

Airline: AerLingus Regional

In the unfortunate event of an overnight delay or flight cancellation with Air Lingus, the ground handling agents are dedicated to providing you with comprehensive support to ensure your journey continues as smoothly as possible. Here's what you need to know: The ground handling agents will take ownership of your situation and rebook you for the next available flight. They will also organise transportation to and from the airport, as well as arrange accommodation if necessary. Alternatively, you have the option to arrange these services yourself. Please keep all receipts, as you may be eligible to claim reimbursement from Air Lingus for any expenses incurred.

Connection Flights: If you have a connecting flight and need to reroute your journey due to the disruption, please contact Air Lingus directly for assistance. For additional information and details on how to proceed in case of flight disruptions, please visit Air Lingus' website

<https://www.aerlingus.com/support/disrupted-flights/cancellations-and-schedule-changes/#/sectionOne>

Flight Delay Over 2 Hours - Flight Delay Over 2 Hours -In the event that your flight is delayed for more than 2 hours the ground handling agent will be issuing refreshment vouchers to affected passengers

Airline: Blue islands

In the event of a flight disruption with Blue Islands, we are committed to providing you with the necessary support and assistance to ensure your travel plans are smoothly adjusted. Here's what you need to know: **Alternative Flight Options:** The ground handling agents will work diligently to provide you with alternative flight options to your destination. They will assist in rebooking you on the next available flight to minimise any inconvenience caused by the disruption.

Overnight Delays or Cancellations: If your flight is delayed to the following day or cancelled, accommodation will be provided for you. Additionally, transportation to and from the terminal building will be arranged to ensure your comfort during the overnight stay.

Ground Handling Agent Assistance: Please approach the ground handling agents for assistance and guidance in case of flight disruptions. They are trained to handle such situations efficiently and will ensure that your needs are met to the best of their ability

<https://www.blueislands.com/>

Flight Delay Over 2 Hours - Flight Delay Over 2 Hours -In the event that your flight is delayed for more than 2 hours the ground handling agent will be issuing refreshment vouchers to affected passengers

Fly direct holidays- operated by British airways or Smartwings

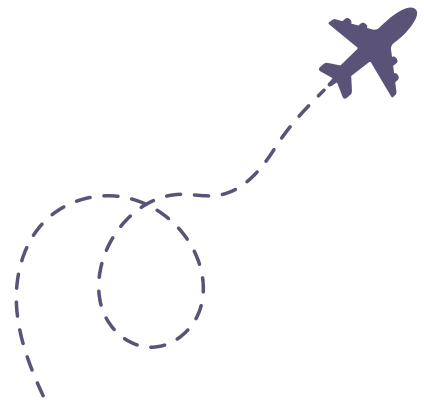
In the unfortunate event of a flight cancellation or overnight delay, we understand the importance of providing you with prompt assistance and ensuring your travel plans are promptly adjusted. Here's what you need to know: The ground handling agents will be informed directly by the airline regarding the rescheduling of your flight. They will promptly communicate with you to provide details of your new date and time of travel. **Email Confirmation:** You will also receive an email confirmation containing all the necessary details of the new arrangements for your flight. Keep yourself updated on any developments regarding your flight by regularly checking your email and staying in touch with the ground handling agents. They are available to provide you with any additional assistance or information you may require. More details regarding any flight disruption to your flight please visit their website:

<https://www.flydirect.co.uk/>

Flight Delay Over 2 Hours - Flight Delay Over 2 Hours -In the event that your flight is delayed for more than 2 hours the ground handling agent will be issuing refreshment vouchers to affected passengers

For detailed information on what to do in case of flight delays/cancellation specific to each airline please refer to their websites or contact their customer service. To further support you during such situations the airlines have prepared useful leaflets available for you at the check-in counters. They also outline your rights as a passenger. Feel free to pick up a leaflet from any of the check-in desks.

★ The information in this leaflet was accurate at time of publishing, but is subject to change if you have any doubts please contact your airline directly .



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