



Dear Happylife,

As your departure is only a short time away, it's time to start preparing for your trip.

We know that flying is going to feel a little different for a while, but rest assured, your safety and wellbeing remains our highest priority.

Take a look at our new [COVID-19 Travel Hub](#), it has everything you need to help you travel comfortably and confidently at every stage of your journey with us.

In the meantime, here are some important things to know to help you get ready, with some key points to note:

✓ **DO NOT TRAVEL OR GO TO THE AIRPORT IF YOU HAVE COVID-19 SYMPTOMS**

If you or those you're travelling with have symptoms of COVID-19, you must not travel. Please do not travel to the airport, and follow the guidelines set out by the authorities as to what to do if you feel unwell.

✓ **CHECK TRAVEL RESTRICTIONS AND ENTRY REQUIREMENTS AND COMPLETE ALL NECESSARY FORMS**

You must be aware of any [specific travel restrictions or entry requirements](#) for the destination you're flying to, and for any destination you may be returning to. These may include, but not limited to, evidence of a negative pre-departure COVID-19 test and specific forms (health declaration and/or passenger locator forms) to be completed in advance and presented before departure and/or on arrival, and quarantine requirements on arrival. Travel restrictions and entry requirements are subject to change at short notice, so please ensure you review local government information up until your day of departure. Failure to comply with these could result in you being refused travel or denied entry to your destination.

✓ **WEAR A MASK AT ALL TIMES**

Face masks must be worn at the airport, at the gate when boarding the aircraft and throughout the flight. If you have an exemption from wearing a mask, you must bring a doctor's letter or medical certificate which clearly states you're exempt.



Fly with confidence

If you're well and ready to travel, here's some further information to help get you ready for your trip:

Watch our video '[Your wellbeing](#)', to give you all the reassurance that you can fly with confidence, where you'll find further information about our measures.

Check [our interactive travel map](#) for all of the latest restrictions and requirements.



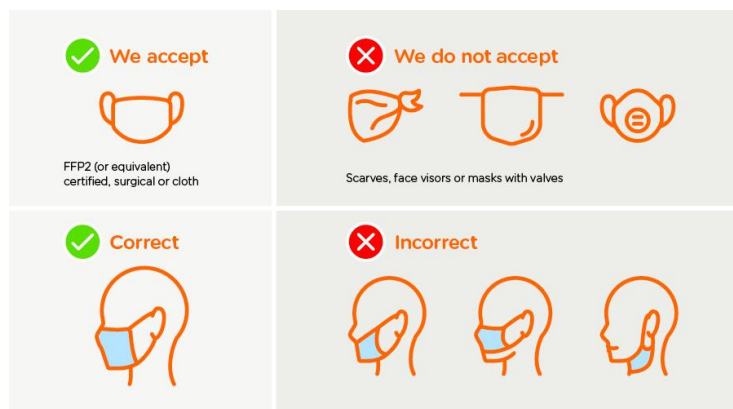
Our mask policy

Keeping you, and all our passengers and crew safe is our number one priority. Our mask policy helps ensure that everyone can travel comfortably and confidently. Wearing a face mask on easyJet flights is mandatory for all passengers aged 6 years and older and cabin crew and you'll not be permitted to board if you arrive at the gate without one. You'll also be required to wear a mask to enter and travel through the airport terminal at your departure and arrival airport. Please be assured our crew are still wearing the same big smile underneath their mask and are here to assist you.

What kind of mask should I wear?

It's important that the masks we wear provide the best possible protection. That's why we don't allow scarves, face visors or masks with valves.

The mask you wear should be FFP2 (or equivalent) certified, surgical or cloth. If your mask isn't suitable, you may be refused travel. See below for guidance on acceptable masks and how a mask should be worn. For more information on our mask policy [see here](#).



Some local government authorities have introduced more specific requirements on the type of face mask that must be worn and the age requirement from which a mask must be worn, so it's important to [check local requirements](#).



On your day of departure

After arriving at the airport, you'll notice that your experience will be a little different to what you're used to. Many airports are limiting access to travelling customers and anyone providing essential assistance to those customers only. Food, drink and shopping facility availability may also be

limited. For more information contact the airport directly or check the airport's website.

Due to an increase in document checks that must be completed before travel, please allow yourself additional time at the airport. Bag Drop opens at least 2 hours before your flight. Please be aware that queues may be longer than usual due to current measures.

Regularly check [Flight Tracker](#) for any changes to your flight, and to check the latest travel updates on our [latest travel information](#) page.

For all the information to help you get ready on the day, [see here](#).

On Board

When it's time to fly, you'll notice that boarding and disembarkation may be different in order to maintain safety for all. It is important that you please listen closely and follow the instructions of the ground and cabin crew.

Once on board, you'll need to stow your own cabin baggage and close the overhead lockers yourself. Larger bags may make this more difficult, so we would encourage you to check these into the hold.

The majority of our flights now offer our complete in-flight retail service. You can explore what's available within our latest Bistro & Boutique range by visiting our App or [website](#). Please note, all our flights are cashless so payment is by card only. If your flight is affected and does not offer a retail service on board, we will inform you via [Flight Tracker](#). Drinking water is available on board on request from your cabin crew.

Arrival

And finally, upon landing, there may also be additional exit checks at your destination. Screening could be in operation, and if you're presenting signs of COVID-19, local public health authorities at the airport may refuse onward travel. Please note, arrival procedures will be longer than normal at immigration due to current measures and extra checks.



Protection Promise

We recognise that sometimes plans need to change, that's why we've made our market-leading Protection Promise even more flexible for travel this summer, with the reassurance of knowing that if your plans change so can your flights, fee-free online up to 2 hours before departure. [Find out more](#).

To find out more about the ways we're looking after your safety and wellbeing and for further information to help get you ready for travel, visit our [COVID-19 Travel Hub](#) and see our [help page](#).

We look forward to welcoming you on board.

Why are we contacting you? You have received this email because you have booked a flight with us, and we need to let you know important information about your flight.

See full easyJet [terms and conditions](#) and [privacy policy](#).

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To ensure you can receive our email, please add bookings@info.easyjet.com to your address book.