

Monarch – Long Haul Caribbean Flight Information

Check-in & identification

There is no online check-in for Caribbean routes. There is no twilight check in service at Gatwick. Check in is on a first come first served basis on the day of departure.

Please take the e-ticket we issue to the airport. Passenger names will be first name initial and surname only (no middle names) and must match the names in the passports.

Check-in opens: At least 3 hours before departure for long haul flights.

Check-in closes: At least 60 minutes before departure for long haul flights.

Arrive at the check-in desk

At least 90 minutes before the scheduled departure time of your flight. Failure to check-in on time may result in you missing your flight. We cannot and Monarch cannot accept responsibility for making alternative travel arrangements.

Disabled/mobility impaired passengers and those requiring special assistance, must notify us of their special requirements at the time of booking. This is to ensure that the required assistance is pre-booked prior to travel. Monarch will arrange for passenger assistance from check in until arrival at the destination airport baggage reclaim hall. Please call the airline's customer services at least 72 hours before departure to arrange this directly with the airline. More information can be found online on Monarch under FAQ "Medical & Special requirements".

You can pre-book and pay for extra leg room seats or group seating by calling the Monarch's Customer Services and paying a charge directly to the airline. The seat pitch is comparative to other long-haul UK airlines, of 31 inches in Economy, and 34 inches in Premium Economy.

Note: Extra leg room seat allocation (seats in exit rows, or with direct access to the emergency exit) will not be allocated to anyone under the age of 16 years old or passengers of reduced mobility for safety reasons and to comply with CAA's Civil Aviation Authority's regulations. Seat request can be given, but they are not guarantee by the airlines.

Additional flight services

Monarch's Customer Services on: 0871 225 2555

This is not a free phone number and calls will be charged for. Calls are charged at 10p per minute from a standard BT landline. Calls from mobiles and other networks may vary.

We cannot make flight request on your behalf. We cannot book and pay for items on your behalf. You must pre-book, items at least 5 working days prior to departure directly with the airline.

When you call Monarch's customer services, so they can assist you, please have the following details to hand. Your Monarch flight numbers, flight dates, passenger names and your flight booking reference. This information will be printed on the ATOL Receipt that we issue to our customers.

Pre-bookable extras

Please call Monarch's Customer Services on: 0871 225 2555

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1. Extra Leg room (long-haul) from £35 per passenger each way.
2. Group seating from £9 per passenger each way.
3. Carriage of sports equipment (long-haul). Example; golf bag (including bag) up to 20kg from £35.
Scuba dive equipment (per dive bag) up to 13kg from £35.

NOTE

The information given is for general guidance only which may change at any time in the future. Please refer to Monarch's website for flight information. Use the FAQ section www.monarch.co.uk. Please ensure you refer to the details given for Long-haul Charter, CARIBBEAN routes.

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Baggage Allowance – Monarch Premium Economy and Economy Class

Each adult or child receives a hold/checked baggage allowance.

Monarch Caribbean routes = 30kg checked baggage allowance, max of 2 items per passenger.

Each adult / child receives a cabin/hand baggage allowance 5kg hand baggage allowance, max of 1 item, dimensions of hand baggage must not exceed 56cm x 45cm x 25cm.

Updated information on items which can be taken onboard can be found at www.gatwickairport.com

Infants do not receive an allowance. Please see more details below.

Laptops and other large electrical items have to be removed from cabin/hand baggage and screened separately. A laptop bag that is not contained within the one piece of cabin baggage is regarded as the one allowable item of cabin baggage.

Carriage of special items

Wedding dresses. These should be either packed within the dimensions of cabin/hand baggage to be carried on-board, or packed for the hold. No additional baggage allowance given for wedding items.

Sports equipment should be pre-booked. See pre-bookable extras on first page.

Flying with children, infants

Buggies / pushchairs. These can be used right up to the aircraft steps at which point they will be put into the hold area of the aircraft. These can be collected on the baggage carousel in the arrival hall.

Infants do not receive a meal on board as part of the normal catering service, however parents are welcome to take their own baby food on-board (subject to security checks and restrictions set by Gatwick Airport). All Monarch aircraft have nappy changing facilities on-board in at least one WC. Infants under 2 years old travel on their parent's laps with the use of an extension seat belt. Car seats may be used for any child under 3 years old but older than 6 months old.

Please read the online information on the Monarch website about suitable seats

> FAQ > flying with children > infants in car seats.

Note: It's not possible for us or the airline to guarantee in advance that a car seat is suitable for use. In the interests of safety, Monarch reserve the right to refuse permission for the use of an infant car seat on any aircraft.

Please also see the CAA's Civil Aviation Authority's guidelines for airlines and family seat allocation www.caa.co.uk - use the online search and search for 'seating allocation'.

Baggage - Lost Bags

If your bags are lost you should complete a Property Irregularity Report Form at the airport - you will be given a PIR number. Monarch Airlines ground handling agents will search for your luggage for 7 days. You can use the airline's online baggage tracing facility (Worldtracer) @ www.monarch.co.uk Monarch Airlines will conduct a search for your luggage for a total period of 21 days.

We advise that you contact your travel insurers as soon as possible to register your claim.

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