

INFORMATION

# Your Flights

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Welcome to our Flights Guide, designed to make your journey as smooth and stress-free as possible. Whether you're flying for the first time or just need a refresher, we've got all the essential information you need – from check-in tips to understanding your flight details.

YOUR  
*Holiday Experts*



## What is My Airline Reference Number?

Your Airline Reference Number can be found on your confirmation invoice, listed under "Airline Reference" in the flight information. On some documents, it may appear as a "Ticket Reference" or "Ticket Number." You'll also find this reference number in your Final Booking Summary and MyImagine Flight Information documents, which will be sent to you no later than 14 days before departure.

The reference number will

typically consist of six or seven characters, including both letters and numbers (e.g., A1B2C3).

Please note, you may be part of a Group Flight.

## What is a Group Flight?

Some of our holiday experiences include Group Flights which allow us to offer the most competitive prices.

These flights do not have individual airline references, meaning seat selection and check-in must be done at the airport. We recommend arriving early to complete this process.

To identify if you are part of a Group

Flight, your airline reference will begin with 'IMP, for example, IMP-123456.

## What If I Require Special Assistance or Have Mobility Requirements?

If you require special assistance, such as wheelchair support, help with stairs, or need to travel with medical equipment like an electric wheelchair or mobility scooter, your travel agent can provide a form to submit to the airline. Please contact your travel agent to initiate the request.

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## How Do I Access the Airline's Manage My Booking Portal (Excluding Group Flights)?

Once your flights are confirmed, you can access the airline's "Manage My Booking" portal using your airline reference number. Simply search for [airline name] manage my booking into your preferred search engine (e.g., QANTAS manage my booking) or visit the airline's website and find the 'Manage My Booking' section.

In the portal you can do the following:

- Select seats
- Update dietary requirements
- Add frequent flyer membership details
- Manage or add luggage
- Check in online 24-48 hours before flight (depending on airline)

Please Note:

Imagine Cruising cannot assist with seat selection or check-in. If you require assistance, please contact the airline directly by phone or via their website, providing them with your airline reference number.

## How Do I Select My Seats on the Flights?

Once your flights are confirmed, you can request seating. Most airlines

allow seat selection in advance, but please note that additional charges may apply. For certain seats (e.g., extra legroom, bulkhead, or exit row seats), extra charges are often incurred.

Seating is subject to availability, and the airline may change your seating assignment. Additional charges depend on the airline, seat type, and class of service. You can use your airline reference number to select and pay for your seats via the airline's website.

## What If I Have Dietary Requirements or Require Special Meals?

To request special meals or to inform the airline of dietary requirements, please use the airline's "Manage My Booking" section once your flights are confirmed and ticketed. This can only be done after full payment and ticket issuance.

## How Do I Add My Frequent Flyer Membership Details?

While we strive to assist with adding your frequent flyer details, please note that not all airfares qualify for loyalty points or status credits. This depends on the fare type, airline, and specific terms and conditions of your loyalty program. For most group fares, points or credits may not be eligible.

Please Note:

- If you are booked on a codeshare flight, earning points or status credits can vary. In some cases, you might not earn points, or you may earn them at a reduced rate.
- To determine how many points or credits you will earn, review the terms of the airline's loyalty program and the fare rules at the time of booking.

If you require any additional information or have questions before your departure, please reach out to your travel agent. If you're already at the airport, don't hesitate to speak with the airline staff directly.

## What is a Codeshare Flight?

Many international airlines operate under codeshare agreements, which means that although one airline books your flights, you'll actually be flying on a partner airline's aircraft. Common codeshare partnerships include Qantas and Emirates or United Airlines and Lufthansa in Europe.

If you have a codeshare flight, you may need to log into the partner airline's "Manage My Booking" portal to access your flight details or complete tasks like seat selection.

Typically, if your flight is a codeshare, the flight reference will include four digits. For example, QF1234 is a codeshare flight, QA123 is not.

## What Is My Luggage Allowance?

Each airline has its own policies regarding luggage allowance, which typically cover weight, size, and the number of bags allowed. If you need to increase your luggage allowance, we recommend contacting the airline directly or using the airline's "Manage My Booking" portal. It's usually more cost-effective to arrange this in advance, rather than at the airport.

### Please Note:

Some internal domestic flights may have a lower luggage allowance than international flights. We recommend packing with the more restrictive allowance in mind to avoid excess baggage charges. For detailed information on your allowance, please refer to the airline's website and access the "Manage My Booking" section, which you can do once your flights are confirmed, paid in full, and ticketed.

## How Do I Check In for My Flights?

There are several convenient ways to check in for your flight and save time at the airport:

- Download the Airline App: Access your boarding pass through the airline's app by entering your name and airline reference.

You can present this digital boarding pass during the check-in process.

- Check In Online: Visit the airline's website 24-48 hours before departure and enter your airline reference to check in. You'll be able to activate your boarding pass and select seats (if available)
- Check In at the Airport: If you prefer, you can provide your airline reference to an agent at the airport check-in desk to receive your boarding pass and luggage labels.

### Please Note:

- If you've checked in via the airline's app or online, you can retrieve your boarding pass and luggage labels at the airport's self-service kiosk and proceed directly to the bag-drop counter.
- Check-in desk opening times may vary by airline. If you're unable to check in online, don't worry—some airlines or specific flights may not offer this option.

## How Early Should I Arrive at the Airport?

We recommend arriving at least 3 hours before international flights and 2 hours before domestic flights to allow enough time for check-in, security, and any other procedures.

## How Do I Get My Flight Tickets?

Airlines have moved away from issuing physical tickets or e-tickets as part of your travel documentation. Instead, you'll only need your 6-character airline reference, your name, and a valid ID—typically a passport for international flights.

### Flight Changes/ Schedule Changes:

If your flight time changes, Imagine Cruising will do everything we can to notify your travel agent with the updated details as soon as possible. You may also receive a direct notification from the airline at the same time we are informed. Rest assured, we'll already be working on alternative arrangements, such as transfers and tours, to ensure your holiday experience is seamless.

### Flight Cancellations:

If your flight is cancelled, the airline has a duty of care to rebook you on the next available flight with the closest possible route and arrival time, which may be with a different airline.

If your flight is cancelled before your departure, Imagine Cruising will do everything possible to notify you of the cancellation and updated details with as much notice as possible. You may also receive a notification directly from the airline at the same time, so you might already be aware

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when we contact you.

If your flight is cancelled while you're on holiday, the airline and airport will manage the rebooking process. At that point, you'll need to speak with the airline directly for information on the change. Imagine Cruising will not be able to amend these details. For assistance, please contact the emergency number listed in your final documentation.

## Why Don't I have Flight Details?

When you book your holiday, flight schedules may not yet be confirmed by the airlines. This is known as being 'Out of System Range' (OSR). At this stage, you'll see placeholder flights with estimated information on your documentation.

Once the airlines have confirmed the schedules, your flights will be considered 'In System Range' (ISR), and the final details can be booked.

## When Will I Know my Flight Details?

Around 8-10 months prior to your holiday departure, your travel agent will reach out to confirm the flight details. This is when we'll discuss the flights included in your package and any available upgrades, which may incur additional costs.

### Please Note:

Your flights may be indirect (up to two stops), and we won't be able to guarantee the route or carrier until we contact you with the confirmed flight details. Any OSR flight information on your confirmation invoice is for guidance only and is subject to change. Once the flights are finalised, you will be provided with your airline reference number. An additional deposit will be required when your flights are confirmed and booked.

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## Frequently Asked Questions

### Q: What is my luggage allowance?

A: This depends on the airline that you are flying with; your luggage allowance will be detailed on your tickets.

### Q: How do I pre-book my seats and request extra baggage?

A: If your tour is being booked on a group flight allocation, you will not be able to pre-book seats or check in extra baggage online. We recommend you check in at the airport as early as possible to request the seats you would like. You can organise any extra baggage upon check in. If your tour is not booked on a group flight, you can usually check in online 24 hours prior to departure and select seats at this stage. If you wish to pre book your seats before check in is available, the airline may charge.

### Q: Do I fly from the North or South terminal at Gatwick?

A: Please check your flight tickets – alternatively check the link below: <http://www.gatwickairport.com/flights>

### Q: What terminal do I fly from at Heathrow?

A: Please check your flight tickets - alternatively check the link below: <http://www.heathrowairport.com>

### Q: What terminal do I fly from at Manchester?

A: Please check your flight tickets - alternatively check the link below: <http://www.manchesterairport.co.uk>

### Q: When do I need to check in for my flight?

A: If you are travelling within Europe, you must check-in a minimum of 2 hours prior to departure. If you are travelling long haul, you must check-in a minimum of 3 hours prior to departure.

### Q: Will my luggage go straight through if I am flying on connecting flights?

A: It will depend on who you are flying with, please ask at check in.

### Q: Will my child have a seat on the plane?

A: All children aged 2 years and old must have their own

seat. Infants are classed from 0-to-2 years, and they are required to sit on a parent's lap during the flight. Seats for infants will usually be charged at the child rate.

### Q: Can I fly if I am pregnant?

A: Most airlines will not allow you to travel after your 36th week of pregnancy, or the 32nd week if you're pregnant with twins or multiples. Speak to your GP or midwife before you travel. Cruise lines have separate regulations to airlines, so please inform us immediately and we can advise you accordingly.

### Q: How do I book extra leg room?

A: Extra leg room normally must be requested at the airport check-in desk, although it is advisable to contact the airline before you travel. Please note there is normally a charge for this service.

### Q: Are my flights direct?

A: If you specifically want direct flights, we will always recommend you mention this at the time of booking. At the time of booking your sales advisor will advise you if the flight is direct or indirect. All flights are subject to change until they have been ticketed.

### Q: I have medical requirements how do I inform the airline?

A: We strongly advise you to carry any medication you require in your hand luggage. Airport security requires a doctor's note to show the medication you are taking when going through security so please advise us if this is the case. If you require oxygen concentrated cylinders or medical sharps you must advise your travel agent at the time of booking so we can advise the airline and the cruise line, so the necessary support is provided.

### Q: I have dietary requirements how do I inform the airline?

A: Airlines do cater for dietary requests such dairy free, gluten free, wheat free and vegetarian diets. If you have any of these intolerances, allergies or requirements please inform your travel agent immediately. Note: no requests are guaranteed.