B2B AGENCY GUIDE

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generation easyJet

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CUSTOMER SERVICE CENTRE FOR BUSINESS

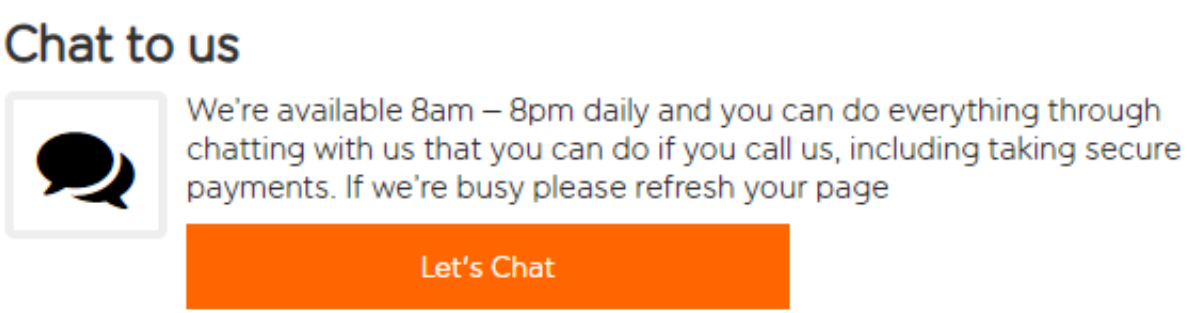
We appreciate the need for travel agencies to have a dedicated customer service channel for assistance in processing their bookings. At easyJet we promote self-service, and try to offer useful tools for agents to be able to save time in processing bookings, however we also offer the below services to assist when further help is required.

How do agents get in touch with us?

Agents can speak with one of our trained B2B agents by telephone. All you will need is your agency's password (see information below) to access the B2B service. Our service telephone lines and opening hours are:

Country	Telephone Number	Opening Days	Opening Hours
B2B United Kingdom	08453 013 100	Mon-Fri	9:00am – 5:30pm (UK Time)
B2B France	0821 232 295	Mon-Fri	8:00am – 4:30pm (Local Time)
B2B Italy	0199 304 210	Mon-Fri	8:00am – 4:30pm (Local Time)
B2B Germany	1806 393 939	Mon-Fri	9:00am – 5:30pm (Local Time)
B2B Spain	0902 810 675	Mon-Fri	8:00am – 4:30pm (Local Time)
B2B Portugal	0707 500 170	Mon-Fri	9:00am – 5:30pm (Local Time)
B2B International (Switzerland)	0848 463 279	Mon-Fri	As above for German or French
B2B International (Rest of World)	0845 525 0059	Mon-Fri	As above for language selected
Groups	+44 (0)330 365 5200	Mon-Sun	9:00am – 5:30pm (UK Time)
Special Assistance UK	0800 998 1130	Mon-Sun	8:00am – 8:00pm (Local Time)
Special Assistance France	0805 080 394	Mon-Sun	9:00am – 5:30 (Local Time)
Special Assistance Italy	0800 582 666	Mon-Sun	9:00am – 5:30 (Local Time)
Special Assistance Germany	0800 723 7965	Mon-Sun	9:00am – 5:30 (Local Time)
Special Assistance Spain	0900 809 746	Mon-Sun	9:00am – 5:30 (Local Time)
Special Assistance Portugal	0800 180 871	Mon-Fri	9:00am – 5:30 (Local Time)
Special Assistance Netherlands	0800 0202 754	Mon-Sun	9:00am – 5:30 (Local Time)
Special Assistance Switzerland	0800 00 66 77	Mon-Sun	9:00am – 5:30pm (Local Time)
Special Assistance Rest of World	+44 (0)158 227 7147	Mon-Sun	8:00am – 8:00pm (UK Time)

Agents can also contact us through Web Chat



We also offer an e-mail service for agents; however response times for e-mails can vary depending on demand, and can currently take up to 5 business days.

To access this service, the agent must document their preferred language in the subject line, followed by the booking reference and agency password.

Language	E-mail Address
English	b2b@easyJet.com
French	b2bfr@easyJet.com
German	b2bde@easyJet.com
Spanish	b2bes@easyJet.com
Italian	b2bit@easyJet.com
Portuguese	b2bpt@easyJet.com
Groups	groups@easyJet.com
Special Assistance	special.assistance@easyJet.com

Please note – The fastest way to process any booking request is via easyJet.com or your preferred booking channel whenever this is an option.

B2B Agency Password

Related to above contact centre access

Please refer to your supplier pages to find your easyJet agency password, or alternatively, contact your supplier relations representative.

If your agency is part of a wider consortia group, you will use the same password allocated to that group.

If your agency or consortia group does not have a current B2B agency password, please have your Supplier Relations Manager send an E-mail to B2BPartnerRequest@easyJet.com with the following information and we will assess your need for a password within 14 days:

Subject Line: Password Request for new B2B Agency set-up for XXXXXXX (Agency Name)

Agency Name	
Country	
Supplier Relations Manager Contact Name	
Supplier Relations Contact E-Mail Address	
Agency Address	
Agency Phone Number	
Estimated easyJet seats booked per year	
Agency Type (Business/Leisure)	

ADDING APIS INFORMATION

INTRODUCTION

As a result of legislation introduced by the European Union, when travelling between certain countries in Europe and surrounding countries, easyJet is required to provide additional information to certain destination airports prior to the date of departure.

If this information is required, easyJet will advise of the requirement and how to provide us with this information. This information is required more than two hours before the scheduled departure of the flight. The provision of this information by the Carrier to destination airports does not imply any acceptance or eligibility for a traveller to enter any state or territory. Please see our Terms and Conditions for more information.

IMPORTANT INFORMATION FOR TRAVEL AGENCIES

It is a legal requirement to correctly enter APIS information into a booking. If outdated, incorrect, or 'dummy' APIS information is added into a booking, your agency could be liable for any financial penalty that may result.

HOW TO ADD APIS INFORMATION THROUGH THE GDS

Please refer to the relevant entry below for adding APIS information in the GDS.

Amadeus – Please refer to page 10 at Amadeus

Travelport – Please refer to page 7 at Travelport

Sabre – Please refer to page 14 at Sabre

ALLOCATED SEATING

INTRODUCTION

There are three types of seat that can be booked on our aircraft for a fee when making a booking or checking in for a flight.

SEAT TYPE	DESCRIPTION
STANDARD SEATS	**Free with FLEXI tickets and for easyJet Plus cardholders.** Choose where you want to sit, window, middle or aisle. Customers with standard seats can bring on board one small cabin bag (max. 45 x 36 x 20cm), which must fit under the seat in front of them
UP FRONT SEATS	**Free with FLEXI tickets and for easyJet Plus cardholders.** A seat in rows 2-6 (rows 2-5 on some aircraft), 1 small under seat cabin bag (max. 45 x 36 x 20cm) and 1 large overhead cabin bag (max. 56 x 45 x 25 cm), dedicated bag drop and Speedy Boarding.
EXTRA LEG ROOM SEAT	**Free for easyJet Plus cardholders.** A seat with extra legroom, plus all the other benefits of Up Front.

HOW TO ALLOCATE A SEAT THROUGH THE GDS

Please refer to the relevant entry below for adding a seat in the GDS.

Amadeus – Please refer to page 9 at Amadeus

Travelport – Please refer to page 4 at Travelport

Sabre – Please refer to page 8 at Sabre

For further information regarding allocated seating, please visit our website Allocated Seating. You can also contact our customer service team to add any specific requirements not available through the GDS.

BAGGAGE

BAGGAGE OVERVIEW

BAGGAGE TYPE	ALLOWANCE/POLICY/RESTRICTIONS
CABIN BAGS	**SIZE** We allow one small cabin bag per passenger. There is no weight limit however the maximum size is 45 x 36 x 20cm. **FLEXI, UPFRONT, EXTRA LEGROOM CUSTOMERS AND EASYJET PLUS CARDHOLDERS** We allow 2 cabin bags per passenger: • 1 x small under seat cabin bag (max. 45 x 36 x 20cm) to be placed under the seat • 1 x large overhead cabin bag (max. 56 x 45 x 25 cm) **HANDS FREE** A traveller can choose to go hands free by dropping their cabin bag at easyJet Plus bag drop for a small fee. Travellers who choose this option can also enjoy speedy boarding, as well as having their bag delivered amongst the first on the baggage belt on arrival. For more information please visit our website Hands Free Upgrade.
HOLD LUGGAGE	**SIZE** Each customer can purchase up to three hold bags. We have a range of options to suit each traveller: **15kg** – for traveller going on a short trip **23kg** – our standard bag offering for those travelling a little longer **Up to 32kg** – travellers can buy extra weight in 3kg increments up to a maximum of 32kg. No single item of hold luggage can weigh more than 32kg with a maximum total size (length + width + height) = under 275cm.
SPORTS EQUIPMENT	**SIZE** Each traveller is permitted to purchase one piece of sports equipment with a maximum of 6 per booking (even if there are more than 6 travellers on a booking). If more is required, please contact customer services. We have 2 sizes for sports equipment: **Small (20kg max)** Golf clubs Skis and boots Snowboards Diving equipment Paraglider Pole vaults up to 450cm Sporting firearms (please see link below) **Large (32kg max)** Bicycles (please see link below) Canoes and kayaks Wind surfers and surfboards Hang gliders For more information on packing bicycles and sporting firearms, please see our website Sports Equipment.

BAGGAGE TYPE	ALLOWANCE/POLICY/RESTRICTIONS
MUSICAL INSTRUMENTS	**MUSICAL INSTRUMENTS IN THE CABIN** Any musical instrument taken into the cabin must be smaller than 30cm x 120cm x 38cm and stored in the overhead locker. If a traveller is carrying a musical instrument as their only cabin bag and there is not room for their other items needs as carry-on baggage, they can also bring a smaller under the seat bag for free. Any larger musical instruments needing to be brought into the cabin (with the exception of instruments larger than 30cm x 120cm x 38cm), are permitted however an additional seat must be purchased. For safety reasons, a musical instrument can only occupy a window seat with a height restriction of 110cm including the case. To book a seat, you need to add an additional passenger with the name of the instrument, e.g. Mr Seat Cello. **MUSICAL INSTRUMENTS IN THE HOLD** If the traveller prefers, they can also store musical instruments in the hold by purchasing the appropriate weight for hold luggage. We recommend using specialist travel insurance to cover musical instruments prior to travel. For more information please visit our website Musical Instruments.
RSTRICTED OR UNUSUAL ITEMS	We want you to be able to pack in confidence, so this guide should help you decide what to take and what to leave at home but please check the full list of Dangerous Goods before travelling. For information on specialist travel items for taking into the cabin or being stored in the hold, please refer to our website Restricted or Unusual Items.

BOOKING A BAG ON THE GDS

Please refer to the relevant entry below for adding a bag in the GDS.

Amadeus – Please refer to page 16 for a standard bag or page 7 for excess weight at Amadeus

Travelport – Please refer to page 12 at Travelport

Sabre – Please refer to page 2 at Sabre

For further information regarding our baggage policy, please visit our website easyJet Baggage Policy. You can also contact our customer service team to add any specific requirements not available through the GDS.

CHANGING OR UPDATING A BOOKING

At easyJet, we understand that Travel Agencies will have multiple channels to consider when making travel arrangements for customers. Please find below a useful guide of the more common booking amendments and how to proceed with making updates in the most time efficient way possible.

Amendment	Question	Online Booking Tool	Amadeus	Travelport	Sabre	Travelfusion Desktop	easyJet.com
Change a Flight	Can I action this in the original booking channel?	✖ (Can be done through Onesto GmbH)	✓	✓	✓	✓	✓
	How can I complete this?	Contact Customer Services	Pages 13 and 17 at Amadeus	Page 16 at Travelport	Pages 16 and 17 at Sabre	Available via TravelFusion Desktop	Via 'Manage my Booking'
Cancel a Booking*	Can I action this in the original booking channel?	✖ (Can be done through Onesto GmbH)	✓	✓	✓	✓	✓
	How can I complete this?	Contact Customer Services	Contact Customer Services	Contact Customer Services	Contact Customer Services	Available via TravelFusion Desktop	Via 'Manage my Booking'
Name Changes	Can I action this in the original booking channel?	✖	✓	✓	✓	✖	✓
	How can I complete this?	Contact Customer Services	Page 15 at Amadeus	Page 16 at Travelport	Page 14 at Sabre	Contact Customer Services	Via 'Manage my Booking'
Cancel a Flight and Re-Book	Can I action this in the original booking channel?	✖	✓	✓	✓	✓	✓
	How can I complete this?	Contact Customer Services	Contact Customer Services	Page 16 at Travelport	Pages 16 and 17 at Sabre	Available via TravelFusion Desktop	Via 'Manage my Booking'

*Refunds for Standard, Inclusive, and Flexi fares are permitted within initial 24hrs after making the original booking for a full refund of the fare minus an administration fee. You must contact the customer service team to do this.

For a full overview of our change cancellation policy please visit the Changes and Cancellations fees and charges section of our website Terms and Conditions Fees.

CORPORATE IMPLEMENTATION

INTRODUCTION

Our Corporate customers are really important and we want to ensure a seamless and simple implementation process for you to follow, so that you can not only track their bookings, but apply any relevant discount code to their bookings made via the GDS or online booking tools.

ADDING A CORPORATE ID TO A CORPORATE PROFILE

The Corporate ID for both GDS and Online Booking Tools needs to be added into every market, in all countries. This will enable us to track and trace all bookings.

Add the following entry to your Corporate Profile in the GDS:	
AMADEUS	SR CLID U2 HK/-U2xxxxxx
GALILEO	C@3Y/SI.U2*CORPID-xxxxxx
SABRE	3CLIDU2/xxxxx

Booking Tool	Connectivity	Add Corporate ID via Admin Settings
AeTM	TravelFusion	Raise a work order for Amadeus to add the Corporate ID (cannot be added via regular admin access). Corporate ID must be added to the 'Secondary Code'.
AeTM	Light Ticketing	Air Rules > Faring > add to 'Corporate ID'
KDS	easyJet API	KDS Admin Suite > Travel > Contracts > CRS Client Identification > Enter Corporate ID with the Office ID; OfficeID | Corporate ID ("I" (Vertical Bar) between Office and Corporate ID) OfficeID and Corporate ID must have no spaces.
Concur	TravelFusion	Administration > Travel System Admin > Manage TravelFusion Login Credentials > Add Corporate ID to 'Corporate Identifier'. Leave other boxes blank.
Traveldoo	Pyton	Request your Traveldoo site administrator to add the Corporate ID
GetThere	TravelFusion	Set Up > Site Preference > Air Connect > Sites >Add Carrier > Add Corporate ID to 'Corporate or Agency ID'
iFAO Cytric	TravelFusion	TMS > Travel Policy Administration > Air Policy > DynaWeb™ Administration > DynaWeb™ Company Logins: Select easyJet from the supplier list > Edit > Add Corporate Identifier into the Corporate Identifier field
Onesto	easyJet API	Onesto Administration >System >Reisemittel >Flug Einstellungen > Flugabfrage / Verfugbarkeit / Pricing > Low cost carrier > easyJet. Add 'Corporate ID'

Egencia	Amadeus	Request via Egencia site administrator or account manager to add to every country set-up on Egencia.

Office ID for the majority of online booking tools is set as a default – no adjustment is required in site administration.

KDS and Onesto are exceptions which must be set as follows:

Booking Tool	Office ID	Corporate ID
KDS	KDSXXXX	XXXX is the GDS office ID that the Online Booking Tool is using
Onesto	ONXXXX	XXXX is the GDS office ID that the Online Booking Tool is using

HOW TO QUOTE A CORPORATE DISCOUNT

For deal tracking purposes please quote using the applicable Corporate ID for all fare types: (Y, B, W). The discount where applicable, will be calculated on FLEXI (W) fares only.

GDS	Fare Quote Input	GDS Quick Reference Guide
Amadeus	FXP/R,Uxxxxxx	www.easyJet.com/amadeus
Galileo	FQ-ACxxxxx	www.easyJet.com/galileo
Sabre	WPI xxxxx	www.easyJet.com/sabre
Worldspan	4P#/@@xxxxx	Visit ASK Travelport
Apollo	3OSIU2 CORPID-XXXXXX	Visit ASK Travelport

HOW TO TEST A DISCOUNT IS WORKING

To check a corporate discount is working correctly, please test using the following criteria:

1. Are you testing the discount using a Flexi (W) class fare?
2. Have you selected a date within 120 days?
3. Are you using the correct corporate ID for the GDS you are using? (Please check the ticketing instructions sent to you by your easyJet Business Development Manager)
4. Are you testing the corporate discount using one of the Office IDs (Pseudo City Codes) sent to easyJet for fare loading? (Please check with your Business Development Manager if unsure)
5. Are you using the correct GDS entry for pricing, and double checked that the corporate discount has been applied to the corporate profile via the GDS or Online Booking Tool in all markets and countries.

If you are still having problems with quoting the discount after checking the above points, please escalate to your Business Development Manager and we will ensure the fares are correctly loaded. Your Supplier Relations Manager will have the contact details for your relevant Business Development Manager.

DELAYED OR DAMAGED BAGGAGE

INTRODUCTION

We understand how frustrating it can be when a traveller's baggage is delayed or damaged. We endeavour to avoid this wherever possible, however in the event of these events occurring, please follow the advice below.

DELAYED BAGGAGE

If baggage is missing from the Arrivals Hall when the traveller lands, there are two ways to log a Delayed Baggage Report:

1. The traveller can complete a Delayed Baggage Report in person with staff at the Baggage Services Team in the Arrivals Hall. In some Airports there are facilities to be able to complete this without speaking to a member of staff.
2. Alternatively, the claim can be logged through our Delayed Baggage form between 30 minutes and 24 hours of the flight arrival time. For any claims outside of this timeframe, the claim will need to be made via staff at the Arrivals Hall.

Once a report has been logged a reference number will be provided. We will track the traveller's baggage using the WorldTracer website and keep the traveller update via SMS. The traveller/travel agent can also continue to track the delayed baggage via this same website or by calling our customer service team.

DAMAGED BAGGAGE

If baggage is found to be damaged upon collection in the Arrivals Hall, there are two ways to log a Damage Report (PIR):

1. The traveller can complete a Damage Report in person with staff at the Baggage Services Team in the Arrivals Hall.
2. Alternatively, the Report can be made through our Luggage Claims form online.

Once the report is logged, the traveller/travel agent will be able to log in to our Damaged Luggage website to track the claim using the unique reference number found at the top right of the Luggage Claims Form as the password for the website.

For more information please visit our website Damaged, Delayed or Lost Luggage.

EU261 CLAIMS

INTRODUCTION

All claims for EU261 must now be made via our EU261 Online Claims Form. Please note that any claims received by E-Mail will not be processed and you will be referred back to the online claims form. This is to ensure we process your claim as quickly and efficiently as possible.

Please Note: If the booking was made via a payment mechanism other than one in the traveller or bookers' name, then please refer back to the original booking source for more information as it is likely that they will need to process the claim on your behalf.

EU261 – ELIGIBILITY GUIDE

The following is a quick reference guide to EU261 eligibility and does not constitute guarantee of payment. Each claim is assessed on a case-by-case basis and is dependent on the specific flight circumstances. Please refer to our Notice of Rights for more information.

COMPENSATION GUIDE – HOW MUCH IS PAYABLE?

Please refer to our full Notice of Rights for current EU61 compensation amounts found in section 1: Right to Compensation.

EXPENSE CLAIMS

INTRODUCTION

If a flight has been cancelled, diverted, or delayed the traveller may be entitled to compensation for personal expenses incurred as a result. We are keen to help our corporate customer to make sure they receive all that they are entitled to.

All claims for compensation and expenses must be made via our Expense Claims Form with valid receipts included with the submission. Please note, claims will not be accepted or processed if received via E-Mail and you will be referred back to the online claims form.

For further information, please refer to our website https://www.easyJet.com/en/help/boarding-and-flying/delays-and-cancellations

HELPFUL TIPS FOR TRAVEL CONSULTANTS

1. The only way to successfully submit an expense claim form is via the online Expense Claims Form.
2. We will only accept expense claims that contain the E-mail address that was used to make the original booking. Because of the nature of expense claims, all claims submitted with an E-mail address other than the original provided on the booking will be rejected.
3. If you are a Travel Management Company there are 4 options:
    a. **If the traveller or travel booker has made the original booking**, the easiest way is for them to submit the claim using the original E-Mail address on the booking. This way, they will receive all correspondence on the claim directly.
    b. **If the traveller or travel booker has made the original booking** and they have requested the Travel Agency submit the claim on their behalf, the Travel Agency can submit the claim using the original E-Mail address on the booking, however should advise the original booker or traveller that all subsequent correspondence regarding the claim will be sent directly to the original booker (not the Travel Agency).
    c. **If the Travel Agency has made the original booking**, and used the traveller/bookers E-mail address on the original booking, the travel agent should submit the claim using this same E-mail address. All correspondence regarding the claim will then be sent directly to the traveller/booker following the submission of the claim.
    d. **If the Travel Agency has made the original booking,** and used their own agency E-mail address on the original booking, they can submit the claim using this same E-mail address. All correspondence regarding the claim will be sent directly to the agency E-mail address.

ENTITLEMENTS GUIDE

The following is a quick reference guide to Expense Compensation Claims. It is not a guarantee of payment and each claim is assessed on a case-by-case basis and dependant on the specific flight circumstances. Please refer to our full Notice of Rights and Delays and Cancellations for more information.

FARES

PRODUCT	STANDARD (Y)	INCLUSIVE (B)	FLEXI (W)	easyJet Plus card holder
Free seat selection	✗ Fees apply	✓ Rear standard Seat	✓ Any seat except 1st row seats	✓
Speedy boarding	✗ Included if you buy an upfront seat (rows 1 to 6) or an exit row.	✗ Included if you buy an upfront seat (rows 1 to 6) or an exit row.	✓	✓
Fast track security	✗	✗	✓	✓
Dedicated bag drop	✗	✗	✓	✓
Hold luggage	✗ Fees apply	✓ (23kg)	✓ (23kg)	✗ Fees apply
Small cabin bag (max. 45 x 36 x 20cm)	✓	✓	✓	✓
Large cabin bag (max. 56 x 45 x 25 cm)	✗ Included if you buy an upfront seat (rows 1 to 6) or an exit row seat	✗ Included if you buy an upfront seat (rows 1 to 6) or an exit row seat	✓ Included if you buy an upfront seat (rows 1 to 6) or an exit row seat	✓ Included if you buy an upfront seat (rows 1 to 6) or an exit row seat
Cancellation within 24h and refundable	✓ Fees apply	✓ Fees apply	✓ Fees apply	✓ Fees apply
Take the earlier flight for free	Free if booking made only via GDS/OBT	Free if booking made only via GDS/OBT	Free if booking made only via GDS/OBT	✓
Voucher on board	✗	✗	✓	✗
No-show (rescue fee) *	✓ Fees apply	✓ Fees apply	✓ Fees apply	✓ Fees apply

*If you arrive at the airport too late, but no later than two hours of your original flight's scheduled departure time, you can transfer to the next available flight on the same day for a rescue fee.

For all of our fees and charges please visit our website Terms and Conditions Fees.

GDS QUICK CARDS

Please find below the relevant links to each GDS quick card to help you best process the request from your Corporate customer.

Amadeus

Travelport

Sabre

GROUP BOOKINGS

DEFINITION

A group booking is a booking of 15 or more passengers

How to request a Group Booking quotation

Please contact our dedicated groups team by sending an E-Mail quote request to groups@easyJet.com or by calling **+44 (0)330 365 5200**. Our opening hours are 09:00 to 17:30, Monday to Sunday, UK local time.

Your quote request should include the following details:

1. The first and last name of the person requesting the quotation
2. E-Mail address that we should send the quotation to
3. Specific Travel information:
    - Business Name (if applicable)
    - Outbound dates & inbound dates
    - Departure airport
    - Arrival airport
    - Number of adults/children/infants travelling and ages
4. Should Special Assistance be required for any passengers travelling please state the details of the assistance and for which passenger
5. If emailing us, please attach any supporting documents that are relevant to your enquiry
6. If enquiring about an existing booking, please let us know the booking reference

What happens when I'm ready to confirm my booking?

Once you have received your quote from us, please call the team directly to make your group booking. The prices provided are for the purpose of a quote and are subject to change if the price of your flights increases between the time of the quote and the time of booking. Prices are confirmed at the time of reservation.

All reservations will be subject to our group booking terms and conditions.

How do I pay for my group booking?

Fares, all taxes and charges relating to your group booking must be paid in full at the time of reservation.

A fee per passenger, per sector applies.

Click here for more details on our fees and charges.

ONLINE BOOKING TOOLS

Please contact your agency Product Manager directly for any issues regarding Online Booking Tool functionality or issues.

Below are links to the websites for most major Online Booking Tool providers.

AeTM/e Travel	Atriis	Clarity	Click Travel
Concur	Cytric	Egencia	Freeway (Hillgate)
GetThere	HRG (Online)	KDS	Onesto GmbH
Redfern (CTM)	Reed & Mackay	Traveldoo	Vibe

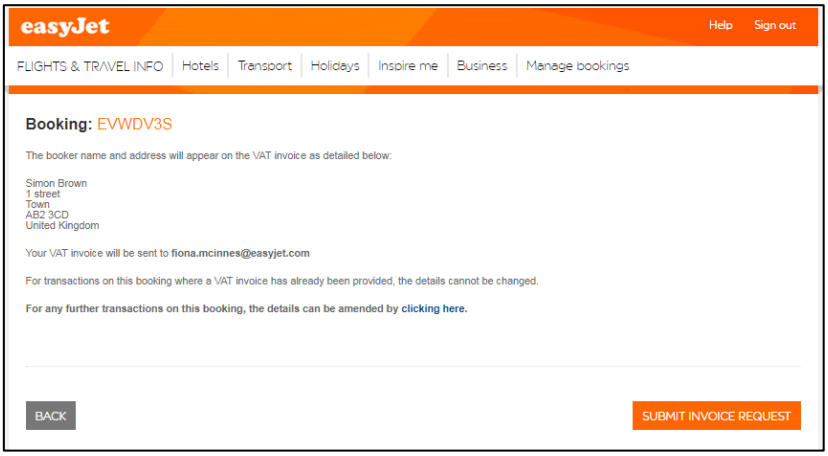
STANDARD REQUESTS VIA A MEMBER ACCOUNT

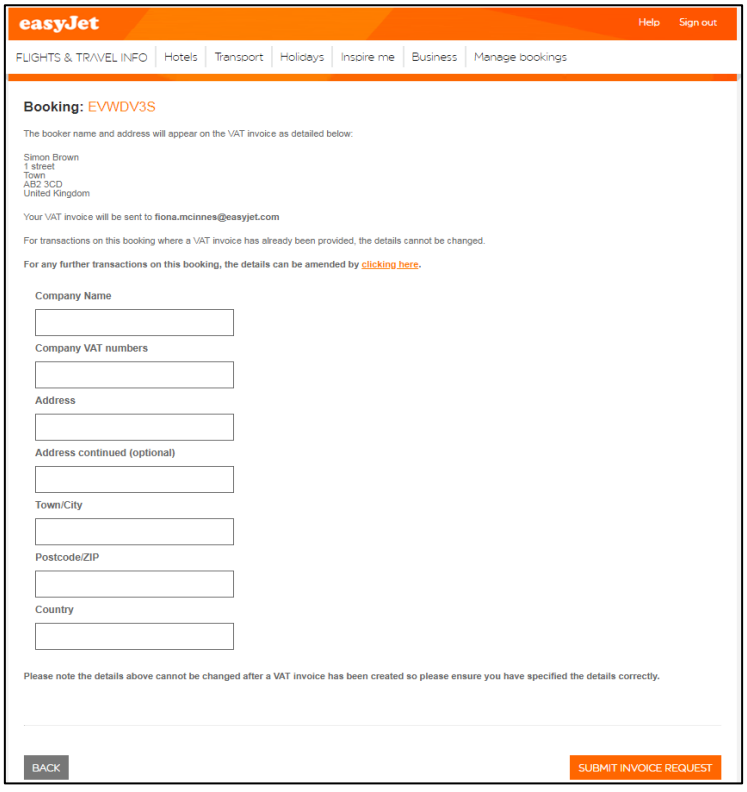
If a traveller/travel booker has booked directly with us on easyJet.com or via our mobile app, a VAT receipt can be requested by using 'Manage my Booking' or by clicking on the link on their confirmation E-Mail.

If the booking has been made by a Travel Agency, they will need to request this via 'Manage my Booking' by using the original E-Mail address and password of their member account used to make the booking and then forwarding this on to the traveller.

If the booking has been made via our Contact Centre, please contact the team directly and they will be able to assist in processing this request.

VAT invoices can at times be instant however we advise a general waiting period of between 7 and 21 days to generate and send.





VAT – MANUAL REQUEST PROCESS FOR GERMAN CORPORATES

INTRODUCTION

VAT invoices are required for Germany Domestic Travel with a value in excess of EUR 250.00. At easyJet, we endeavour to make this process as simple as possible, and appreciate that each German Corporate company has different requirements. This is why we also offer VAT invoices for international easyJet travel, as well as travel under the required value of EUR 250.00.

PROCESS FOR REQUESTING MANUAL GERMAN VAT INVOICES

This process is available to corporate customers in the German market only, and any requests for markets other than Germany will be rejected.

VAT invoices can be requested by the traveller, the travel booker, or the travel agent and can be done on an individual request basis, or by sending a bulk monthly excel sheet displaying the required information if there are multiple requests for a particular company.

These requests can be made by sending an E-Mail to DEVAT@easyJet.com, stating the subject line as VAT invoice request for XXXXXX (BKG Ref) for individual requests, VAT Invoice Request for XXXXXX (Company Name).

Information Required:

Traveller Name

Booking Reference Number

Company Name

Company Address

Company VAT Number (If Known)