

## **What is GatwickConnects?**

GatwickConnects is a service specifically designed to help you book and connect flights via Gatwick Airport. By making your booking via us, you'll receive our GatwickConnects Bundle.

## **What does the GatwickConnects Bundle include?**

GatwickConnects Bundle provides the following benefits to passengers:

- An entrance pass to use Premium Security at Gatwick:
- A complimentary glass of wine, or a soft drink at Caviar House:
- GatwickConnects Protected Connection:
- Further exclusive GatwickConnects Service discounts on lounge entry and shopping.
- The GatwickConnects Baggage Service where you will receive assistance with your baggage between the hours of 06:00 and 18:00. Subject to availability.

## **What is a GatwickConnects Protected Connection?**

A GatwickConnects Protected Connection means that in the event that your inbound flight is delayed or cancelled, and so you miss your outbound flight from Gatwick, we will ensure you get onto the next available departure to your destination, at no extra cost to you. We will also provide you with hotel and food vouchers if necessary. This is an innovative service offered by Gatwick Airport, the first of its kind in the UK.

## **What have I been charged for?**

The charge is for the GatwickConnects Bundle and is per person, per departure from Gatwick.

## **Can I book without a GatwickConnects Bundle?**

You can book your flights separately, directly with the airline however you will not receive the benefits of the GatwickConnects Bundle

## **What should I do when I land at Gatwick?**

Once you land at Gatwick, collect your bags from the baggage reclaim hall and go to the GatwickConnects Baggage Service desk, where our friendly team will assist in connecting you to your

next flight, allowing you to go straight to security without having to take your bags with you. Our team will also issue you with your GatwickConnects Bundle benefits.

Passengers arriving at Gatwick between 18:00 and 06:00 should proceed to Your Service Centre – operated by Skybreak, which is located in South Terminal Check In Zone J or on level 2 in North Terminal.

**Do the GatwickConnects Baggage Service and GatwickConnects Bundle benefits work if the arriving and departing flights are from different terminals?**

Yes, the GatwickConnects Baggage service can be used and GatwickConnects Bundle benefits can be gained if you are transferring between flights on airlines within the same terminal or between terminals.

**What should I do if I have booked the GatwickConnects Bundle and I have missed my connecting flight?**

Once you land at Gatwick, collect your bags from the baggage reclaim hall and go to the GatwickConnects desk, where our friendly team will assist in connecting you to your next flight. In the event that your flight has been significantly delayed and you have missed your connecting flight, we will ensure that we arrange an alternative flight that will allow you to continue your journey to your final destination.

**Will a flight leaving from London Gatwick wait for a GatwickConnects passenger who is late because their earlier flight in is delayed?**

No, airlines are very strict about schedules and punctuality and they usually don't wait for any passengers.

**Where are the GatwickConnects desks located?**

Our desks are in the baggage reclaim halls in each terminal, serving both domestic and international flight arrivals.

### **Is GatwickConnects open 24 hours a day?**

GatwickConnects is subject to airline operating times and opening hours. Our desks are open from 06.00 to 18.00 daily. If you have missed a connection outside of these hours, you will need to go to Your Service Centre – operated by Skybreak, which is located in South Terminal Check In Zone J or on level 2 in North Terminal.

### **Who should I contact about my booking?**

If you have a question about your booking then please contact us directly on

Phone: +44 203 807 1991\*

Email: [customersupport@connectmail.gatwickairport.com](mailto:customersupport@connectmail.gatwickairport.com)

or submit your question online using <https://gatwickconnect.zendesk.com/hc/en-us/requests/new>

### **How do I change or cancel my booking?**

If you would like to amend a booking then please contact us directly on:

Phone: +44 203 807 1991\*

Email: [customersupport@connectmail.gatwickairport.com](mailto:customersupport@connectmail.gatwickairport.com)

or submit your question online using <https://gatwickconnect.zendesk.com/hc/en-us/requests/new>