

Passengers to board in allocated groups

From December 2017, we'll be changing things to simplify boarding, reduce congestion at the departure gate and make things easier for your customers to get away on their travels.



We've made two important changes to our boarding pass

We've added a 'Group' number, which will be automatically allocated to each passenger and reflects their boarding priority. The groups will be called to board in number order, reducing congestion and queuing at the gate.

We've changed the 'Gate closes' time to a 'Board at' time, which is when your customers need to be at their departure gate. These changes are designed to help your customers get to the gate on time and board the aircraft more easily.

Executive Club priority boarding

Boarding priority for Executive Club Gold, Silver or Bronze Members or **oneworld**® equivalents, will automatically be reflected in the group number given on their boarding pass. If they arrive after their group has been called, they can use the priority boarding lane to go through before the flight closes.

Please note that priority boarding will not be reflected for any other people travelling with an Executive Club Member on the same booking at the moment, but will be introduced in the coming months. In the meantime, the whole party can use the priority boarding lane and our staff will endeavour to board everyone together.

Group definitions

Group number	Long haul customers	Short haul customers
Priority Group 1	First class Executive Club Gold Members oneworld Emerald members	Business class Executive Club Gold Members oneworld Emerald members
Priority Group 2	Business class Executive Club Silver Members oneworld Sapphire members	Executive Club Silver Members oneworld Sapphire members
Priority Group 3	Premium economy Executive Club Bronze Members oneworld Ruby members	Executive Club Bronze Members oneworld Ruby members
Groups 4 and 5	Economy	Economy
NB. Customers with additional needs will be offered pre-boarding ahead of all the groups listed above.		

Pre-boarding

Families with small children

We invite families with infants under two and young children in pushchairs to board first, so that the whole family can settle in. Customers must arrive by the time specified on their boarding pass so that they are ready to board and we have enough time to load their pushchair into the hold.

Customers requiring disability or mobility assistance

We will assist customers on to the aircraft ahead of other passengers so that they have time to settle in and get comfortable. Please [contact us at least 48 hours before their flight](#) so that we can make the necessary arrangements.