

[[Ref:196629071]] Subject: Ongoing Draft of Complaint - Update
From: donotreply@easyjet.com
To: re_wired@ymail.com
Date: Monday 24 February 2025 at 10:05 GMT

THIS IS AN AUTOMATED RESPONSE – WE'RE SORRY, THIS MAILBOX IS NOT MONITORED

Your enquiry

We're sorry, this email address is not monitored.

The quickest and easiest way to get in touch is to chat with us. We're available 8 am – 5 pm daily and you can do everything through chatting with us that you can do if you call us, including taking secure payments. You can chat to us by visiting our [Help Page](#). If you prefer talking to us, you can call our Customer Services Team on 0330 365 500 between 08:00 - 17:00 (local time) 7 days a week. Alternatively, you can visit our [frequently asked questions](#) directly on our website.

If you do still need to email us, please use our online webform on the [Contact us](#) page.

Managing & changing your booking

If your email relates to an existing booking made directly on easyJet.com or the easyJet mobile app amendments must be made online via Manage Bookings on easyJet.com. You will need the email address used to make the booking and the password to access the account.

Our Customer Service Team are there to help customers who are unable to manage their bookings online or are in need of special assistance.

Changes that can be made online via Manage Bookings include:

- [Add hold items](#) including bags, sports equipment, and excess weight,
- [Select or change a seat](#),
- [Correct a spelling mistake on a passenger name or change the name of a passenger](#),
- [Change the date, time or route of your flight](#) or
- [Obtain a booking or payment confirmation](#)

Please note: If your booking was made through a travel agent, please contact your travel agent directly.

Compensation for Cancellations & Delays over 3 Hours

If you are applying for EU261 compensation for a flight that was recently canceled or delayed by over three hours, you can only do this by completing our online [Compensation Claim Form](#) which allows a member of our Customer Services Team to assess your claim. Reimbursement of expenses can only be claimed by completing our online [Expense Claim Form](#).

Flight Status Updates

You can check your flight status online using our [Flight Tracker](#) which provides live departure and arrival information up to 48 hours in advance. Up-to-date general travel information is published on our [Latest Travel Information page](#).

Kind regards,

easyJet Customer Services



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holiday with us: [easyjet.com/holidays](https://www.easyjet.com/holidays)
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