

This process is applicable only if you are flying to Sicily 30 September and back on 7 October via Norwegian, as booked by JiveTime:

- Click on the following link: <https://www.norwegian.com/ssl/en/my-travels/#/mytravels/lookup>. Two panels will appear, USE ONLY the following:

I don't have a profile

You can still find a booking even if you don't have a profile.

* **Booking reference**

* **Last name**

Get receipt (also applies to canceled flights)

Find booking

- In the above “Booking Reference” field enter either **3AWP8B** or **3AWRFA** (your booking is in one of these two codes, try one code first and if the system returns an error message then try the other code).
- In the above “Last Name” field enter your own surname.
- In the above, click the “Find Booking” tab and the following will appear:



Your booking has changed

We're sorry to inform you that there has been a change to your booking. There could be a number of reasons why this has happened, but we really hope it doesn't cause too much inconvenience to your travel plans.

Please check the changes and see what options are available to you.

[View changes](#)



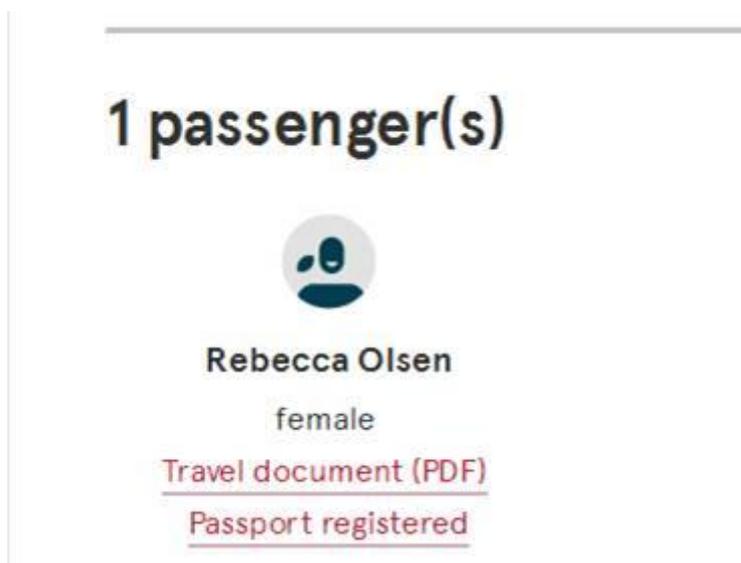
Passenger Information

Due to security regulations, mandatory passport information must be provided at least 72 hours prior to departure for flights to the United Kingdom. Passport(s) verified: 0/2

[Register passport info](#)

In the above please **IGNORE** “Register passport info”.

Scroll the above screen all the way to the bottom until you will be presented with your passenger icon. See below for the **EXAMPLE** that refers to Rebecca. In your case, you will need to refer to your own named passenger icon:



Please continue to ignore any request to register your passport details, these are no longer needed in advance by Norwegian. From the above passenger icon, you **MUST** click the “Travel document (PDF)” link in order to get your travel documents. You **MUST** print these (outbound and inbound will be both available) and bring them with you with your passport to the airport. Boarding passes will be issued at Norwegian’s airport check-in desk upon presentation of the aforementioned travel documents. Please note:

1. After you click on the above “Travel document (PDF)” your Travel Document PDF might open on your PC’s screen or it will be downloaded to either your PC download folder or it will be zipped at the bottom of your screen (normally on the left).
2. The information that you have already sent us via email with your passport details is to be used solely by the Hotel to expedite check-in. You must bring with you at the Norwegian check-in desk your passport and the aforementioned Travel Document PDF.
3. Your travel details will show that your luggage allowance is 1 x 10Kg + 2 x 20Kg. This is the maximum allowed if you have bought **VIA US** an extra 20Kg luggage allocation. If you have not bought an extra 20Kg allocation, you may do so (price £ 40 in total) by contacting us by 10 September, beyond that time you won’t be able to add extra luggage. If you have not bought the extra 20Kg luggage, you must bring with you only 1 x 20Kg luggage and the 1 x 10Kg smaller cabin luggage. If you bring the extra 1 x 20Kg without previously booking this with us, you won’t be allowed to check-in the extra 1 x 20Kg, as we have limited space for luggage on the coach at the Italian end. You may not combine luggage to form 1 x 30Kg piece instead of 1 x 10Kg + 1 x 20Kg, nor a 40Kg piece instead of 2 x 20Kg pieces. If in any doubt please contact us.