

Introduction

On December 26, 2017, Island Express Air launched an update to its website and online booking system. The new design is easier to use, features an updated look, and is more mobile-friendly. As with any new system, we expect to continue to refine the design and functionality over the first few weeks the website is live.

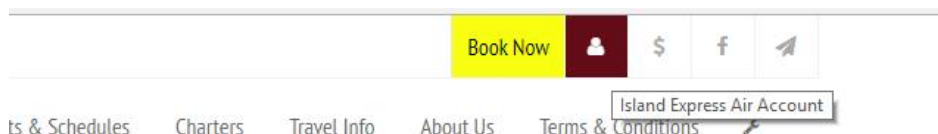
Information for New Customers

Bookings

If you are using the website for the first time, welcome! To start a new booking, select the airports, dates, and other information and click “Search Flights”. The available flights will be displayed along with fare options. Clicking on the flight’s price will show a summary of the fare breakdown, terms and conditions, and information about change and baggage fees. Click “Select Flight”, then “Reserve These Flights” to proceed.

On your first booking, you’ll be asked to create an account using your email address. This account will be the key to managing your booking moving forward, allowing you to view the flight, make changes, and access the invoice.

Once you complete the first booking, you can review upcoming flights and make changes by accessing your account:



Booking Confirmations

We reference all bookings using the invoice number. If you call or email to ask about the booking, please have the invoice number ready.

Changes and Cancellations

Almost all changes and cancellations may be processed online by logging in to your account.

If you need to make a change that isn’t accessible via the account portal, please email the request to info@islandexpressair.com, and one of our representatives will call or email you back for the next steps. For personal privacy and passenger protection, we do not process any change or cancellation requests made by phone.

More Information

Please visit our website for more information about flying with us. The important points are in our [Terms & Conditions](#).

Information for Returning and Quick Ticket Customers

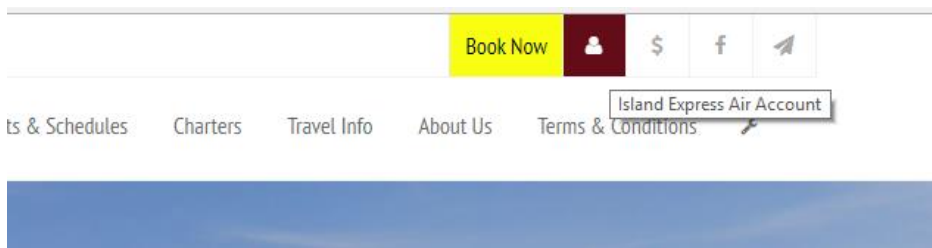
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If you have used our website for bookings before, we hope you will enjoy some of the new features we have available. In addition to an easier and more intuitive booking process, we also offer changes and cancellations, Quick Ticket and Gift Certificate purchases and redemptions, and invoice/flight history information available online and in one place.

Account

You will be prompted to create a new account with your next booking. The account is the key to managing all information about a flight. An account can be used to book multiple passengers, or can be unique to one individual. Either way, any changes to a booking will now be made by logging into your account.

Once logged in, upcoming flights, your flight history, and options to make changes and purchase Quick Tickets are all available from the “My Account” page.



Changes for Flights Booked prior to the New System

If an upcoming reservation was booked before the new booking system was released, it will not appear in the list of upcoming flights. In order to modify this reservation, please email info@islandexpressair.com.

Quick Tickets

The new website allows passengers to order and use Quick Tickets directly online. To purchase Quick Tickets, visit your account, then click “Purchase” beside “Quick Tickets”. If you have existing Quick Tickets from our old website:

1. [Create an account](#)
2. Send an email to info@islandexpressair.com with the email address on your account
3. We’ll add any outstanding Quick Tickets to your new account so they are available for your next booking