

## Reviews Policy

Jet2 prohibits fake reviews. Jet2 does not routinely incentivise reviews, although as part of our marketing at Jet2, we may invite customers to tell us about their experiences and offer them entry into a Prize Draw. If we do this, we will let you know.

We use influencers to promote Jet2.com and Jet2holidays, and they may create blogs, posts or editorials about their experience. Where we use influencers, we will let you know, and any posts or content will be marked as #ad or similar.

If you think that we have displayed a fake review on our website, please let us know by contacting us here. We will investigate and if the review is fake, we will take steps to ensure that our customers are not misled – which may include the removal of the review (where possible).

We may invite customers to leave a review via third party review websites, such as: TripAdvisor, Feefo and Trustpilot. We will only send invites via this platform to customers that have made a purchase with us. Please note, customers may also submit reviews to certain third-party websites without an invite from us, and we have no control over this. If you have a concern about a review on a third-party review website, please report this via the applicable website.

We may share reviews made via the third parties on our website. Where we do this, we have an arrangement in place to share these reviews, and we take care not to publish these in a misleading way. We will share the most recent reviews – these will not be selected based on the content (although we reserve the right to exclude or report obscene, offensive or inappropriate reviews).