# New security regulations for travel to the US

The US Transportation Security Administration have advised of additional security regulations for customers flying to the United States.

**The main change is** that customers with any electronic or battery powered devices (mobile telephones, tablets, e-books, laptops, etc.) may be required to turn on their device in front of security teams and/or demonstrate the item’s functionality.

If, when asked to do so, customers are not able to demonstrate that their device has power, they will not be allowed to fly on their planned service. It will not be possible for customers to place the item in their hand or hold luggage - they will have to leave the item behind or rebook an alternative flight. Customers will still be able to use their electronic devices on board subject to the normal operating rules

**Advice for travellers:**

• Please do all you can to ensure that items you bring with you are fully powered before you arrive at the airport.

• If you are flying to the US as a transfer customer, especially on long journeys, please make sure that you not deplete the power in your devices while on the first part of your journey. There will be very limited charging points at airports.

• Please do not bring any broken devices in your hand luggage to the airport as you will not be able to fly as planned.

• Please make sure you arrive in good time for the various stages of your journey, including check-in, main security search areas and at the boarding gate.

**QUESTIONS & ANSWERS**

**What happens if I don’t have any power left in my electronic device?**

If you are unable to power up your electronic device you will not be allowed to fly. If it does not power up then it cannot be placed in your hand or hold luggage.

Please do all you can to ensure that any electronic device you have is fully powered before you arrive at the airport.

There will be very limited facilities at airports to charge electronic items.

**I am transferring through London on a flight and then onto the US. What happens if my electronic device has run out of battery power by the time I arrive?**

All electronic devices must have power and if you are unable to power up your item you will not be allowed to fly.

Please use your electrical and electronic devices sparingly if you are going to fly on a long journey before getting to London and then transferring onto a US destination.

**If my electronic device doesn’t have any power, will I be allowed to rebook?**

If your device doesn’t power up when you are requested to do so, you will not be allowed to fly to the US on your original service. Our travel agent may be able to rebook your travel arrangements.

**Will all customers on US flights be subject to the additional security measures?**

All customers flying to the US must be prepared to have their electronic items searched and they must have sufficient power to be used.

**I have just purchased a new electronic item from an airport shop. Can I carry it on board if it has no power?**

You must be prepared to demonstrate that the item has power. The item and its packaging may also be examined by security teams at the boarding gate. Please do all you can to ensure that any new electronic items you purchase at the airport have power before you reach the boarding gate.

**Will there be extra charging points at the airport?**

There will be some extra charging points, but you need to ensure that your own devices have enough power at all times. Please do all you can to ensure that your electronic devices are fully powered before arriving at the airport.