

What electronic devices can I use onboard your aircraft?

Handheld devices with 'flight safe' mode

Handheld devices, such as tablets, e-readers and mobile phones may be used during all phases of the flight provided the 'flight safe' mode is enabled before departure. Devices must be safely secured in the customer's hand or a pocket during taxi, take-off and landing. Accessories, such as headphones, must not obstruct access to the aisle.

Devices without 'flight safe' mode

Any device that transmits or receives communications but does not have a 'flight safe' mode, must be switched off for the duration of the flight.

Laptops, ultrabooks and notebooks

These devices may be used during boarding but not for taxi, take-off and landing. They may be used in-flight, provided any built-in connectivity such as wi-fi is switched off or set to 'flight safe' mode. They must be stowed away safely during taxi, take-off and landing.

Other devices without connectivity

This will include items such as DVD players, electronic games, and music players. Only small, handheld devices may be used during taxi, take-off and landing. Larger devices must be switched off and stowed away safely during take-off and landing.

Bluetooth accessories

All Bluetooth accessories (for example wireless keyboard, headphones, etc) may only be used during the flight but must remain switched off for taxi, take-off and landing

London City to New York JFK

Our Club World London City service operating between London City and New York JFK, is equipped with on-board connectivity. The OnAir system enables customers to use their mobile phones in flight, during permitted times, for text, email and internet access.

Are there times when I can't use my handheld devices?

Under certain circumstances your flight or cabin crew may ask that all electronic devices be switched off. For example, during some automatic landings.

What about Headphones?

Personal headphones can now be used for all stages of flight and may be attached to your personal device or to the aircraft's In-flight Entertainment system.

We ask that customers remove their headphones for the safety briefing.

Need more information?

Please refer to our Quick Reference Guide below which details the portable electronic devices that can be used on board, by phase of flight. Alternatively please ask your crew once onboard who will be happy to help.

Phase	Hand-Held PEDs (i.e. smart phones and tablets)	Larger PEDs (i.e. Laptops and notebooks)	Personal Headphones	Wi-fi, text and phone call functions
Boarding	Yes	Yes	Yes	Yes
Extended Ground Delay (when instructed by your flight crew)	Yes	Yes	Yes	Yes
Taxi-out for Take-off	Yes	No	Yes	No
Take-off	Yes	No	Yes	No
Cruise	Yes	Yes	Yes	No
From 10/20 minutes to landing PA	Yes	No	Yes	No
Landing	Yes	No	Yes	No
Taxi to Stand	Yes	No	Yes	Yes

List of Approved PEDs:

Mobile Phones/Smart phones	Laptop/Notebook computers
Tablet computers	e-Readers
Noise-cancelling headphones	Portable DVD/CD Player
Digital Audio/MP3 Player	Bluetooth Devices
Electric Shaver	Personal Cameras
Electronic Games	Assistive Medical Devices