



Key Message – Updates in red

The following guidelines have been published to assist any customer who may wish to change their travel date for **Northern Italy**.

Advice for British Airways-125 ticketed customers whose BA, IB, AY or AA flight is still OPERATING

Rebook onto	British Airways or AJB
Airports affected	To/From LIN/MXP – Milan TRN – Turin BLQ – Bologna VCE – Venice BGY – Bergamo VRN - Verona
Tickets issued by	07 March 2020
Ticket travel dates	Up to and including 04 April 2020
New travel dates	Up to and including 31 May 2020
Rebooking Allowance	Rebook into the same class as the original flight or lowest available in the same cabin
Change of gateway (1)	Rebook onto a British Airways operated service to/from ZRH (Zurich) or GVA (Geneva) and London (any airport) into the same class as the original flight or lowest available in the same cabin. Must advise the customer that any consequential cost to travel between the original and the new Swiss gateway, e.g. surface transport, hotels, etc. are at their expense. Add a remark into the booking stating that you have advised this. Visas may also need to be checked to travel into Switzerland.

Change of gateway (2)	<p>For both OPERATING and CANCELLED British Airways services to/from LIN, MXP, BGY or VCE</p> <p>Rebook onto a British Airways operated service to/from any alternative Italian gateway OR ZRH (Zurich)/GVA (Geneva) into the same class as the original flight or lowest available in the same cabin.</p> <p>Must advise the customer that any consequential cost to travel between the original and the new gateway, e.g. surface transport, hotels, etc. are at their expense. Add a remark into the booking stating that you have advised this.</p> <p>Visas may also need to be checked to travel into Switzerland.</p>
Origin/Destination/Stopover changes	Yes – as above
Refunds Allowed	<p>Yes - for travel to/from LIN, MXP, VCE, BGY only if any sector is for travel up to and including 04April20</p> <p>No other destination unless flight is cancelled</p>
Redemptions included	Yes
Important Information	<ul style="list-style-type: none"> • one involuntary ticket change allowed from the above options • Includes any connecting BA/Joint Business services on the same ticket • If changing both outbound and return sectors, travel must be completed by dates specified • For customers on cancelled flights, please follow the standard customer guidelines • Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time

Please continue to check the latest Customer Guidelines posted on batraveltrade.com.