



Dear Travel Partner

The entire British Airways team is here to support you as we continue to adapt to the evolving global situation. It is important to us that we keep our partners fully informed of any developments with clear and frequent communications. We want to highlight the ongoing actions we are taking to offer as much flexibility as possible:

Enhanced and extended 'Book with Confidence' commercial policy

Launched last week, our 'Book with Confidence' commercial policy waives change fees for all new bookings from March 3rd and has now been extended up to and including 31st March. The waiver is available on all BA marketed fares, in all countries, on all routes, for all future travel dates and is valid up to the day of travel.

We can also confirm that route changes are allowed under this policy, giving you additional flexibility should you wish to change your event, meeting or holiday bookings to a different destination.

We've also extended this policy to allow cancellation of an upcoming flight without incurring any change fees and receive a voucher to use against a future British Airways flight across the airline's network. The original ticket will be kept available for use thus giving the ability to use this as a voucher. It must be redeemed for travel within 12 months from the date of the first flight in the original booking.

If we have cancelled a flight, we are offering customers rebooking options or a full refund.

[Find out more about T&C](#)

In addition to this policy, we have flexible rebooking policies in place for customers travelling to Hong Kong and cities across Italy who want to delay their travel to a later date.

Thank you for your ongoing support and partnership.

Kind regards

*Mark Muren
Head of Global Sales*

British Airways

*Regards,
British Airways*