



Date: 12 March 2020

**Key Message – Updates in red**

The following guidelines have been published to assist any customer who may wish to change their travel date **to/from** the USA

**Advice for British Airways-125 ticketed customers whose BA or AJB (BA\*AA/IB/AY) operating services only**

<b>Rebook onto</b>	<b>British Airways or AJB</b>
<b>Airports affected</b>	<b>To/From all US Airports</b>
<b>Tickets issued by</b>	<b>11 March 2020</b>
<b>Ticket travel dates</b>	<b>Up to and including 11 April 2020</b>
<b>New travel dates</b>	<b>From 12 April up to and including 01 August 2020</b>
<b>Rebooking Allowance</b>	<p>Applies to all customers including those in mid journey or yet to start their journey</p> <p>Rebook into the <b>same</b> class as the original flight or <b>lowest available</b> in the same cabin.</p> <p>No change fee but fare difference applies.</p>
<b>Origin/Destination/Stopover changes</b>	<p><b>Yes</b></p> <p>For any change of gateway customer is responsible for any consequential costs to travel from original point, e.g. trains, hotels. Advise the customer and add a remark</p>
<b>Refunds Allowed</b>	<b>No</b> - but a voucher for future travel will be available for those yet to start their journey
<b>Redemptions included</b>	Yes
<b>Available for Trade</b>	Yes
<b>Important Information</b>	<ul style="list-style-type: none"> <li>• one involuntary ticket change allowed from the above options</li> <li>• Includes any connecting BA/Joint Business services on the same ticket</li> <li>• If changing both outbound and return sectors, travel must be completed by dates specified</li> <li>• Ticket may be extended to allow the involuntary rebook</li> <li>• For customers on <b>cancelled</b> flights, please follow the <a href="#">standard Customer Guidelines</a></li> <li>• 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</li> </ul>

Please continue to check the latest Customer Guidelines at [batraveltrade.com](http://batraveltrade.com).