



Update from Mark Muren, Head of Global Sales - 12 March 2020

As you know, the global travel situation is evolving rapidly. In the past 24 hours we have seen more travel restrictions put in place around the world, including travel to/from the United States and India. Our teams are working to understand and accommodate these guidelines and are making frequent updates to our policies and communications.

For the very latest policy information please click on the live updates to the left of this message.

The travel industry is facing an unprecedented challenge and the entire BA sales team are working to support you and your team in whatever way we can. We will be refreshing this page with the latest updates as often as necessary.

As always, thank you for your support and partnership.

Book with Confidence

We have issued a new commercial policy to alleviate some of the uncertainty in the travel market and provide more confidence to continue booking.

For new bookings made on British Airways on all fares, all routes and all points of sale, we will waive the normal change fees to allow date changes for any new date, up to 12 months from original date of departure. In addition these bookings can be exchanged for a voucher of the same value valid for future flights taken within 12 months from original date of departure.

Find out more

To assist you with the BA Book with Confidence policy the attached **FAQs** have been created.

Coronavirus update

Several countries have imposed further travel restrictions, please check the latest:

For US - **USA services**

For India - **Travel to/from India**

Customers travelling to and from China, Hong Kong, Philippines, Taiwan, Italy & destinations with entry restrictions - Customer Guidelines are available