

Date: 15 March 2020

Key Message

Due to restrictions being imposed by many countries and a significant volume of flight cancellations, please use this as the principle guideline for rebooking customers.

<https://www.britishairways.com/en-us/traveltrade/bookings-policies/policies/askba?faqid=8075>

Other guidelines have/may also be published for specific destinations to use alongside this document.

To check affected areas, [gov.uk Foreign Travel Advice](https://www.gov.uk/foreign-travel-advice) or the local government website for that country

Guideline 1)

Advice for BA-125 ticketed customers whose BA flight is CANCELLED

Airports/Flights affected	Any BA flight cancelled due to Coronavirus restrictions
Tickets issued by	Ticket needs to have been issued prior to flight cancellation
New travel dates	Up to 01 August 2020
Rebooking Allowance	Rebook onto a British Airways operated service on the same routing into the same class as the original flight or lowest available in the same cabin
Origin/Destination/Stopover changes	Yes – as per Conditions of Carriage.
Refunds Allowed	Yes – as per Conditions of Carriage
Redemptions included	Yes
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Customers with other carrier connections on the same ticket involuntary rebook following the standard customer guidelines</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>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</p>

Guideline 2)

Advice for BA-125 customers whose BA flight is still OPERATING

Airports/Flights affected	Any BA flight to a destination with entry restrictions due to the Coronavirus
Tickets issued by	Ticket needs to have been issued before entry restriction imposed Add a remark into the booking
Ticket travel dates	Flight arrives within the next 30 days
New travel dates	Up to 01 August 2020
Rebooking Allowance	For customers who want to defer their travel to a later date same routing: Rebook onto an alternative British Airways operated service on the same routing. Waive change fees but ticket will need to be requoted and any difference in fare charged to the customer
Origin/Destination/Stopover changes	Yes – immediately use the value of the original ticket to rebook to an alternative destination for travel up to 01 August 2020. Waive change fees but ticket will need to be requoted and any difference in fare charged to the customer. For any change of gateway customer is responsible for any consequential costs to travel from original point e.g. trains, hotels. Advise customer and add a remark
Refunds Allowed	No – but for 125 ticketed customers yet to start their journey the value of the original tickets may be held and used as part payment towards a future booking. This must be redeemed for travel on flights taken within 12 months from the date of the first flight in the original booking (see separate instructions for Booking with Confidence)
Redemptions included	Yes
Important Information	<p>Must add a remark into the booking that entry restrictions have been checked and verified</p> <p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Customers with other carrier connections on the same ticket involuntary rebook into the same class as original</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>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</p>

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