



Dear Travel Partner,

There are some confusions about BA bookings can be exchanged for a voucher for future flights. Please note the following that clarifies the voucher:

1. Voucher is issued for direct passengers only who purchased their tickets online at ba.com or via the BA Call Centre, they can apply for a voucher on ba.com.
2. If ticket was issued by Travel Agent and meets **Book with Confidence** criteria, customer must contact Travel Agent which will reissue the ticket, waive a change fee, collect fare difference if any
OR
they can use the full value of original unused ticket for a new PNR, for travel within 12 months of original flight date, the same passenger (that means all new flights outbound and inbound to be completed within 12 months from original date of departure).
3. No voucher is issued by Travel Agent. Please do not refer your customers to claim a voucher on ba.com when the tickets carry your IATA number.

Please always refer to the updated guidelines available in the live link on the Trade website batraveltrade.com:

<https://www.britishairways.com/en-us/traveltrade>

Thank you for your support!

Regards,