

Is your British Airways 125 booking ticketed and affected by COVID-19?

NO

Unticketed bookings must comply with current fare rules, once ticketed the 'Book with Confidence for new booking' applies

YES

WHEN DID YOU TICKET THE BOOKING?

YES

IS YOUR FLIGHT STILL OPERATING?

NO

For cancelled flights you can offer the ability to retain unused value of the ticket toward future travel to be completed (outbound & inbound) by 30th April 2022 or obtain a refund

On or before 13th March 2020
FLEXIBILITY FOR EXISTING BOOKINGS

Is the travel (outbound or inbound) between 14th March 2020 & 31st July 2020?

YES

Date & routing (origin & destination) changes regardless of whether travel has commenced

- Unlimited changes with no change fee - applicable when **change and ticketing are actioned** between 3rd March 2020 – 31st May 2020
 - New ticketed bookings made between 3rd March – 31st May 2020, the change fee penalty has been removed from our fare rules
 - Bookings made prior to 3rd March still have the change fee penalty in the fare rule, this needs to be manually removed when making date or route change
- After these dates, fare rules apply at time of ticketing and the ticket validity of the new ticket applies under standard IATA conditions.
- Any difference in fares/taxes to be collected. An EMD must be issued as part payment for further travel if new fare/taxes are lower
- Associated ancillaries will be carried forward to the new travel dates*
- The agent must ensure they ticket all changes prior to 31st May to take advantage of the change fee waiver

The ability to retain the unused value of ticket towards future travel

- New booking to be made according to the fares & rules available at time of ticketing
- Total credit value is carried forward including fare, taxes, fees & charges on the original ticket*
- New travel must be completed (outbound & inbound) by 30th April 2022
- Customer must retain their ticket number and quote this when making new booking
- Refunds not permitted

[Click here for full details of this policy](#)

*with the exception of any prepaid excess baggage (XBAG) or pre-paid meals which must be refunded

3rd March- 31st May 2020
BOOK WITH CONFIDENCE FOR NEW BOOKINGS

Will travel be completed (both outbound and inbound) by 31st December 2020?

YES

Principal guidelines or guidelines by country apply

NO

Principal guidelines or guidelines by country apply

Visit britishairways.com/trade for the latest policies and updates



Excludes Group and NDC bookings

28th April 2020

