



Updated Book with Confidence policy and name change flexibility for Corporate and On Business customers.

We introduced the Book with Confidence policy in March because we knew that in these unprecedented times it was important to give our customers as much flexibility as possible. Since then, the global situation has evolved and based on your feedback it became very clear our policy needed to as well.

We have extended our Book with Confidence policy so that all bookings for travel up until 31 July 2020 (previously 31 May 2020), or any bookings made from 3 March 2020 until 31 July 2020 (previously 31 May 2020) for travel until the end of the year, are eligible for a range of flexible rebooking options, including a future travel voucher.

The voucher option is available on flights that are still operating or flights that are cancelled. As always, if we cancel a customer's flight and they want a refund we will provide one. All vouchers, regardless of when they were claimed, can now be used on new bookings up until April 2022 (previously valid for a year). Details can be found for GDS bookings [here](#) and for NDC bookings [here](#).

We are also providing one free name change on any existing and new Corporate & On Business bookings. Valid from 19 May 2020 you can find all the details on this new policy [here](#).

Thank you for your ongoing support and partnership.

British Airways