

Date: 26 May 2020

Coronavirus - Principal Customer Guidelines

<https://www.britishairways.com/en-us/traveltrade/bookings-policies/policies/askba?faqid=8166>

Coronavirus country restrictions/cancellations - Update 5 - 26 May 2020 at 1417 hours (UK)

Guideline 3) added to support customers who are mid-journey and want to return to the UK early prior to the introduction of the quarantine restrictions for arrivals into UK from 8 June 2020.

Advice for BA-125 customers who are mid-journey and whose BA flight is still OPERATING

Rebook onto	British Airways
Airports/Flights affected	Any BA operating flight operating to the UK only
Tickets issued by	Up to and including 23 May 2020
Ticket travel dates	Between 8 Jun 2020 and 28 Jun 2020 inclusive
New travel dates	Between 27 May 2020 and 7 Jun 2020 inclusive
Rebooking Allowance	<p>Allow customer to bring return journey back to UK forward prior to introduction of UK quarantine regulations.</p> <p>Rebook into the same class as the original flight or lowest available in the same cabin</p>
Origin/Destination/Stopover changes	No
Refunds Allowed	Yes – as per fare rules
Redemptions included	Yes
Important Information	<p>One ticket change allowed from the above options</p> <p>Includes any connecting BA/Joint Business services on the same ticket</p> <p>Only applicable to return journey back to UK, no changes allowed to outbound journey.</p> <p>For customers on cancelled flights, please follow the standard customer guidelines</p> <ul style="list-style-type: none"> 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

Latest updates on COVID-19 policies are available on BA Travel Trade website:

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