

# 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 30<sup>th</sup> April 2022 or obtain a refund

On or before 3<sup>rd</sup> March 2020  
FLEXIBILITY FOR EXISTING BOOKINGS

3<sup>rd</sup> March- 31<sup>st</sup> August 2020  
BOOK WITH CONFIDENCE FOR NEW BOOKINGS

Is the travel (outbound or inbound) between 14<sup>th</sup> March 2020 & 31<sup>st</sup> August 2020?

YES

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

- We have removed the change fee in the fare rules for tickets issued between 3<sup>rd</sup> March – 31<sup>st</sup> August 2020.
  - This allows you to exchange/reissue without a change fee.
- Once the original ticket has been exchanged/reissued for a new booking, the newly issued fare rules and ticket validity now apply.
- 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.
  - We have introduced [E-Ticket re-issue with residual value webform](#) for non-Amadeus users where your GDS provider does not support residual value EMD functionality on British Airways 125 tickets.
- Associated ancillaries will be carried forward to the new travel dates\*

YES

Will travel be completed (both outbound and inbound) by 30<sup>th</sup> April 2021?

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

- Customers opting for 'credit' are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non refundable
- Confirmation of opting for 'credit' applies as soon the booking is modified with any of the process steps outlined in policy v7 19<sup>th</sup> May
- Total credit value is carried forward including fare, taxes, fees & charges on the original ticket\*
- New travel must be completed (outbound & inbound) by 30<sup>th</sup> April 2022
- Customer must retain their ticket number and quote this when making new booking

[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

NO

Principal guidelines or guidelines by country apply

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Visit [britishairways.com/trade](https://britishairways.com/trade) for the latest policies and updates



Excludes Group and NDC bookings

Policy v9 10<sup>th</sup> June 2020

BRITISH AIRWAYS

