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Dear Partner,

尊敬的合作伙伴

These are exceptional times for our industry and the entire British Airways sales team is here to support you as we continue to adapt to the evolving global situation. We have updated several of our products and policies to help meet your changing travel needs.

我们正处于这个行业的特殊时期，全体英国航空的团队在此全力支持您，来适应不断变化的全球局势。我们已经更新了一些产品和政策以便帮助和满足您对于旅行变化的需求。

### **New flexibility for existing bookings**

#### **现有预订新的灵活政策**

For all bookings made on or before 13 March 2020 for departure up to 31 May 2020, there are two new flexibility options:

所有在2020年3月13日或之前的预订，并且在2020年5月31日或之前出发的行程，有两项新的灵活选择：

1. Change to a new flight with no change fee  
改签到新的航班上且没有改签费用产生
2. Exchange your ticket for a credit worth the full value of the original ticket  
用您的原始机票交换并获得与您原始机票价值等值的信用凭证

### **Extended 'Book with Confidence' policy for new bookings**

#### **为新的预订延长“预订信心”政策**

We've extended our 'Book with Confidence' policy, which waives change fees for all new bookings from 3 March to 31 May.

我们已经延长了我们的“预订信心”政策，此政策对于从2020年3月3日至5月31日产生的新的预订免除改签费用。

Details about these policies and T&Cs can be found at <http://BAtraveltrade.com>. Please note, for bookings made via NDC, servicing options may vary. Please see the attached FAQ for further details. Group bookings are covered by separate T&Cs and any updates will be communicated separately.



请登陆[英国航空代理人网站](#)查询关于这些政策条件和条款的具体细节。请注意，通过NDC生成的预订，服务选项有所不同。请见附件FAQ获取进一步详情。团队预订涵盖在单独的条件和条款中，所有更新将另行通知。

## **New special one-way fares**

### **新的特别单程票价**

We have introduced a special one-way fare for travel between the UK/Europe and the US to help our customers who need to travel at short notice. These fares are valid for travel until 22 March 2020.

我们还在往返英国/欧洲和美国的航线上介绍了一种特别单程票价，帮助那些在短期内需要旅行的乘客。此票价有效旅行日期截止至2020年3月22日。

Now more than ever, it is vital that we work together to support each other.

现在比以往都更为至关重要是我们共同努力，相互支持。

The entire British Airways Sales team is committed to doing everything we can to be helpful. If you have any further questions or feedback, please contact your account manager.

全体英国航空销售团队承诺将竭尽一切努力来帮助您。如果您有进一步咨询和反馈，请联系您的销售经理。

Thank you for your ongoing partnership.

感谢您一直以来的合作。

**Mark Muren**

**Head of Global Sales**

**British Airways**

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英国航空公司华南及西南联络处

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