

Coronavirus – China CZ/CX/KA Customer Guidelines

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Summary

In view of the recent Coronavirus outbreak in Wuhan, China, guidelines have been published to assist customers travelling on China Southern Airlines (BA*CZ), Cathay Dragon (KA) and Cathay Pacific (CX) services.

More information

[China Coronavirus CZ/CX/KA services - 01 February 2020 1510 hours \(UK\) - Update 4](#)

Advice for British Airways-125 ticketed customers whose BA*CZ/CZ flight is still OPERATING

Rebook onto	BA*CZ/CZ China Southern operated services
Airports/Flights affected	BA*CZ/CZ services within or to/from China e.g. LHR-CAN
Tickets issued by	28 January 2020
Ticket travel dates	Up to and including 01 March 2020
New travel dates	Up to and including ticket validity
Rebooking Allowance	Rebook onto a BA*CZ/CZ operated service, same routing up to and including 31 May 2020 Rebook into the same class as the original flight or lowest available in the same cabin
Origin/Destination/Stopover changes	No
Refunds Allowed	Yes
Redemptions included	Not applicable
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>For customers on cancelled codeshare flights, please follow the standard Customer Handling</p> <p>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</p>

Advice for British Airways-125 ticketed customers whose KA/CX flight is still OPERATING

Rebook onto	Cathay Dragon/Cathay Pacific operated services
Airports/Flights affected	KA/CX services to/from Mainland China and Hong Kong (HKG)
Tickets issued by	28 January 2020
Ticket travel dates	Up to and including 31 March 2020
New travel dates	Up to and including 31 May 2020 (must be within ticket validity)
Rebooking Allowance	Rebook onto the same routing on a KA/CX operated service into the same class as the original flight
Origin/Destination/Stopover changes	No
Refunds Allowed	Yes
Redemptions included	Yes
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>For customers on cancelled flights, please follow the standard Customer Handling Guidelines</p> <p>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</p>

China Coronavirus CZ/CX/KA services - 31 January 2020 1315 hours (UK) - Update 3

Advice for British Airways-125 ticketed customers whose BA*CZ/CZ flight is still OPERATING

Rebook onto	BA*CZ/CZ China Southern operated services
Airports/Flights affected	BA*CZ/CZ services within or to/from China e.g. LHR-CAN
Tickets issued by	28 January 2020
Ticket travel dates	Up to an including 01 March 2020
New travel dates	Up to and including ticket validity
Rebooking Allowance	<p>Rebook onto the same routing on a BA*CZ/CZ operated service</p> <p>For travel up to 14 March 2020, rebook into the same class as the original flight or lowest available in the same cabin</p> <p>For travel from 15 March 2020 up to ticket expiry, rebook into the same class as original</p>

Origin/Destination/Stopover changes	No
Refunds Allowed	Yes
Redemptions included	Not applicable
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>For customers on cancelled codeshare flights, please follow the standard Customer Handling Guidelines</p> <p>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</p>

Advice for British Airways-125 ticketed customers whose KA/CX flight is still OPERATING

Rebook onto	Cathay Dragon/ Cathay Pacific operated services
Airports/Flights affected	KA/CX services to/from Mainland China and Hong Kong (HKG)
Tickets issued by	28 January 2020
Ticket travel dates	Up to and including 31 March 2020
New travel dates	Up to and including 31 May 2020 (must be within ticket validity)
Rebooking Allowance	Rebook onto the same routing on a KA/CX operated service into the same class as the original flight
Origin/Destination/Stopover changes	No
Refunds Allowed	Yes
Redemptions included	Yes
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>For customers on cancelled flights, please follow the standard Customer Handling Guidelines</p> <p>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</p>

China Coronavirus CZ/CX/KA services - 24 January 2020 1330 hours (UK) - Update 2

Advice for British Airways-125 ticketed customers whose BA*CZ/CZ flight is still OPERATING

Rebook onto	BA*CZ/CZ China Southern operated services
Airports/Flights affected	BA*CZ services between London (LHR) and Wuhan (WUH) OR Any CZ operated service To/From Wuhan (WUH)
Tickets issued by	22 January 2020
Ticket travel dates	23 January – 29 March 2020
New travel dates	Up to and including ticket validity
Rebooking Allowance	Rebook onto the same routing on a BA*CZ/CZ operated service into the same class as the original flight or lowest available in the same cabin
Origin/Destination/Stopover changes	No
Refunds Allowed	Yes
Redemptions included	Not applicable
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>For customers on cancelled codeshare flights, please follow the standard Customer Handling</p> <p>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</p>

Advice for British Airways-125 ticketed customers whose KA flight is still OPERATING

Rebook onto	Cathay Dragon operated services
Airports/Flights affected	KA services between Wuhan (WUH) and Hong Kong (HKG)
Tickets issued by	22 January 2020
Ticket travel dates	Up to and including 31 March 2020
New travel dates	Up to and including 31 May 2020 (must be within ticket validity)
Rebooking Allowance	Rebook onto the same routing on a KA operated service into the same class as the original flight

Origin/Destination/Stopover changes	No
Refunds Allowed	Yes
Redemptions included	Yes
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>For customers on cancelled flights, please follow the standard Customer Handling Guidelines</p> <p>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</p>

[China Coronavirus CZ/CX/KA services - 23 January 2020 1115 hours \(UK\) - Update 1](#)

Advice for British Airways-125 ticketed customers whose BA*CZ flight is still OPERATING

Rebook onto	BA*CZ China Southern operated services
Airports/Flights affected	BA*CZ services between London (LHR) and Wuhan (WUH)
Tickets issued by	22 January 2020
Ticket travel dates	23 January – 29 March 2020
New travel dates	Up to and including ticket validity
Rebooking Allowance	Rebook onto the same routing on a BA*CZ operated service into the same class as the original flight or lowest available in the same cabin
Origin/Destination/Stopover changes	No
Refunds Allowed	Yes
Redemptions included	Not applicable
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>For customers on cancelled codeshare flights, please follow the standard Customer Handling Guidelines</p> <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines</p>

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