Coronavirus - Italy Customer Guidelines

Answer Id 8085 | Updated 26/03/2020 01.07 PM (GMT)

Summary

The following guidelines have been published to assist any customer who may wish to change their travel date for Italy.

More information

For customers affected by CANCELLED flights, standard customer guidelines for cancellation apply.

You do not need to add any keywords or endorsements unless they have been mentioned below.

Italy services - Update 10 - 12 March 1300 hours (UK)

Rebook onto	British Airways
Airports affected	To/From
	All airports in Italy
Tickets issued by	08 March 2020
Ticket travel dates	Up to and including 04 April 2020
New travel dates	Up to and including 31May 2020
Rebooking Allowance	Rebook into the same class as the
	original flight or lowest available in the
	same cabin
Change of gateway	*For any customer mid-travel urgently
	requesting to leave or return back to
	Italy*
	Rebook onto a British Airways operated
	service to/from ZRH, GVA, GNB, INN,
	MUC, SZG, ZAG, LYS, NCE and LON (any
	airport) into the same class as the
	original flight or lowest available in the
	same cabin.
	Advise the customer that British Airways
	will reimburse them for any public
	transport (train, express coach, local
	bus) costs to travel between the new
	gateway and their original
	departure/arrival point in Italy. Receipts
	will be required and send these through
	the Customer Relations form in ba.com.

responsible for any consequential costs, e.g. trains, hotels. Advise the customer and add a remark Travel across the border to/from Italy is entirely at the behest of the local Authorities and not the responsibility of British Airways. Some customers may require a visa for the new gateway. Rebook onto other AZ For inbound BA-125 customersdeparting from any airport in Italy whose BA flight is now CANCELLED, to assist their repatriation rebook onto AlItalia (AZ) services Rebook the same point of origin and destination as original BA cancelled flight. If not possible, rebook the closest alternative Italian gateway or rebook onto an AZ internal domestic service to connect with an AZ flight back to London, e.g. LIN-FCO-LHR Rebook into the lowest available class in the same cabin as original on a flight departing Italy up to and including 30 April 2020		For any change of gateway customer is
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departing Italy up to and including 30 April 2020		Rebook into the lowest available class in
April 2020		the same cabin as original on a flight
i i		departing Italy up to and including 30
Must add OS AZ INVO		April 2020
l l		Must add OS AZ INVOL
REROUTE AZ/BA		REROUTE AZ/BA
Available for rebook through		Available for rebook through
BA Contact Centres or Trade		BA Contact Centres or Trade
Includes Redemptions		Includes Redemptions
Any connecting flights may be		Any connecting flights may be
rebooked following JE		rebooked following JB
guidelines		guidelines
For any change of gateward		For any change of gateway
customer is responsible for an		customer is responsible for any
consequential costs, e.g. trains		consequential costs, e.g. trains,
hotels. Advise the custome		hotels. Advise the customer
and add a remark		and add a remark
Origin/Destination/Stopover changes Yes – as above		and ddd d remark
Refunds Allowed Yes)rigin/Destination/Stopover changes	
Redemptions included Yes		Yes – as above
Important Information one involuntary ticket change	Refunds Allowed	Yes – as above Yes

allowed from the above options Includes any connecting BA/Joint Business services on the same ticket If changing both outbound and return sectors, travel must be completed by dates specified customers For on cancelled flights, please follow the standard customer guidelines Adherence commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time

Italy services - Update 9 - 12 March 1245 hours (UK)

Rebook onto	British Airways
Airports affected	To/From
	All airports in Italy
Tickets issued by	08 March 2020
Ticket travel dates	Up to and including 04 April 2020
New travel dates	Up to and including 31May 2020
Rebooking Allowance	Rebook into the same class as the original
	flight or lowest available in the same cabin
Change of gateway	*For any customer mid-travel urgently
	requesting to leave or return back to Italy*
	Rebook onto a British Airways operated
	service to/from ZRH, GVA, GNB, INN,
	MUC, SZG, ZAG, LYS, NCE and LON (any
	airport) into the same class as the original
	flight or lowest available in the same cabin.
	Advise the customer that British Airways
	will reimburse them for any public transport
	(train, express coach, local bus) costs to
	travel between the new gateway and their
	original departure/arrival point in Italy.
	Receipts will be required and send these
	through the Customer Relations form in
	ba.com.
	For any change of gateway customer is

	Rebook the same point of origin and
	(AZ) services
	destination as original BA cancelled flight. If
	not possible, rebook the closest alternative
	Italian gateway or rebook onto an AZ
	internal domestic service to connect with an
	AZ flight back to London, e.g. LIN-FCO-LHR
	Rebook into the lowest available class in the
	same cabin as original on a flight departing
	Italy up to and including 30 April 2020
	Must add OS AZ INVOL REROUTE
	AZ/BA
	Available for rebook through BA
	Contact Centres or Trade
	Includes Redemptions
	 Any connecting flights may be rebooked following JB guidelines
	 For any change of gateway
	customer is responsible for any
	consequential costs, e.g. trains,
	hotels. Advise the customer and
	add a remark
Origin/Destination/Stopover changes	Yes – as above
Refunds Allowed	Yes
Redemptions included	Yes
Important Information	one involuntary ticket change
•	allowed from the above options
	Includes any connecting BA/Joint
	Business services on the same ticket
	If changing both outbound and

dates specified
For customers on **cancelled** flights,
please follow the <u>standard customer guidelines</u>
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

Italy services - Update 8 - 10 March 1600 hours (UK)

Rebook onto	British Airways
Airports affected	To/From
	All airports in Italy
Tickets issued by	08 March 2020
Ticket travel dates	Up to and including 04 April 2020
New travel dates	Up to and including 31May 2020
Rebooking Allowance	Rebook into the same class as the original flight
	or lowest available in the same cabin
Change of gateway	*For any customer mid-travel urgently requesting to
	leave or return back to Italy*
	Rebook onto a British Airways operated
	service to/from ZRH, GVA, GNB, INN, MUC, SZG, ZAG
	LYS, NCE and LON (any airport) into the same class a
	the original flight or lowest available in the same
	cabin.
	Advise the customer that British Airways will
	reimburse them for any public transport (train,
	express coach, local bus) costs to travel between the
	new gateway and their original departure/arrival
	point in Italy. Receipts will be required and send thes
	through the Customer Relations form in ba.com.
	Travel across the border to/from Italy is entirely at
	the behest of the local Authorities and not the
	responsibility of British Airways.
	Some customers may require a visa for the new
	gateway.
Origin/Destination/Stopover changes	Yes – as above
Refunds Allowed	Yes
Redemptions included	Yes
mportant Information	one involuntary ticket change allowe
	from the above options

Includes any connecting BA/Joint Business
services on the same ticket
If changing both outbound and return
sectors, travel must be completed by dates specified
For customers on cancelled flights, please
follow the <u>standard customer guidelines</u>
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

Italy services - Update 7 - 9 March 2230 hours (UK)

Rebook onto	British Airways
Airports affected	To/From
	All airports in Italy
Tickets issued by	08 March 2020
Ticket travel dates	Up to and including 04 April 2020
New travel dates	Up to and including 31May 2020
Rebooking Allowance	Rebook into the same class as the original
	flight or lowest available in the same cabin
Change of gateway (1)	Rebook onto a British Airways operated
	service to/from ZRH (Zurich) or GVA
	(Geneva) and London (any airport) into
	the same class as the original flight or lowes
	available in the same cabin.
	Must advise the customer that any
	consequential cost to travel between the
	original and the new Swiss gateway, e.g.
	surface transport, hotels, etc. are at their
	expense. Add a remark into the booking
	stating that you have advised this.
	Visas may also need to be checked to trav
	into Switzerland.
Origin/Destination/Stopover changes	Yes – as above
Refunds Allowed	Yes
Redemptions included	Yes
Important Information	one involuntary ticket chang
	allowed from the above options
	Includes any connecting BA/Joir
	Business services on the same ticket
	If changing both outbound an

return sectors, travel must be completed by dates specified
For customers on cancelled flights,
please follow the standard customer guidelines
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

Italy services - Update 6 - 8 March 2015 hours (UK)

Rebook onto	British Airways or AJB
Airports affected	To/From
	LIN/MXP – Milan
	TRN – Turin
	BLQ – Bologna
	VCE – Venice
	BGY – Bergamo
	VRN - Verona
Tickets issued by	07 March 2020
Ticket travel dates	Up to and including 04 April 2020
New travel dates	Up to and including 31May 2020
Rebooking Allowance	Rebook into the same class as the original
	flight or lowest available in the same cabin
Change of gateway (1)	Rebook onto a British Airways operated
	service to/from ZRH (Zurich) or GVA
	(Geneva) and London (any airport) into
	the same class as the original flight or lowest
	available in the same cabin.
	Must advise the customer that any
	consequential cost to travel between the
	original and the new Swiss gateway, e.g.
	surface transport, hotels, etc. are at their
	expense. Add a remark into the booking
	stating that you have advised this.
	Visas may also need to be checked to travel
	into Switzerland.
Change of gateway (2)	For both OPERATING and CANCELLED
	British Airways services to/from LIN, MXP,
	BGY or VCE
	Rebook onto a British Airways operated
	service to/from any alternative Italian

	gateway OR ZRH (Zurich)/GVA
	(Geneva) into the same class as the original
	flight or lowest available in the same cabin.
	Must advise the customer that any
	consequential cost to travel between the
	original and the new gateway, e.g. surface
	transport, hotels, etc. are at their expense.
	Add a remark into the booking stating that
	you have advised this.
	Visas may also need to be checked to travel
	into Switzerland.
Origin/Destination/Stopover changes	Yes – as above
Refunds Allowed	Yes - for travel to/from LIN, MXP, VCE,
	BGY only if any sector is for travel up to and
	including 04April20
	No other destination unless flight is cancelled
Redemptions included	Yes
Important Information	one involuntary ticket change
	allowed from the above options
	Includes any connecting BA/Joint
	Business services on the same ticket
	If changing both outbound and
	return sectors, travel must be completed by
	dates specified
	For customers on cancelled flights,
	please follow the standard customer guidelines
	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

Italy services - Update 5 - 8 March 1025 hours (UK)

Rebook onto	British Airways or AJB
Airports affected	To/From
	LIN/MXP – Milan
	TRN – Turin
	BLQ – Bologna
	VCE – Venice
	BGY – Bergamo
	VRN - Verona
Tickets issued by	07 March 2020

Ticket travel dates	Up to and including 04 April 2020
New travel dates	Up to and including 31May 2020
Rebooking Allowance	Rebook into the same class as the original
	flight or lowest available in the same cabin
Change of gateway	Rebook onto a British Airways operated
	service to/from ZRH (Zurich) or GVA
	(Geneva) and London (any airport) into
	the same class as the original flight or lowest
	available in the same cabin.
	Must advise the customer that any
	consequential cost to travel between the
	original and the new Swiss gateway, e.g.
	surface transport, hotels, etc. are at their
	expense. Add a remark into the booking
	stating that you have advised this.
	Visas may also need to be checked to travel
	into Switzerland.
Origin/Destination/Stopover changes	Yes – as above
Refunds Allowed	Yes - for travel to/from LIN, MXP, VCE,
	BGY only if any sector is for travel up to and
	including 04April20
	No other destination unless flight is cancelled
Redemptions included	Yes
Important Information	one involuntary ticket change
	allowed from the above options
	Includes any connecting BA/Joint
	Business services on the same ticket
	If changing both outbound and
	return sectors, travel must be completed by
	dates specified
	For customers on cancelled flights,
	please follow the standard customer guidelines
	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

Italy services - Update 4 - 4 March 1750 hours (UK)

Rebook onto	British Airways or AJB
Airports affected	To/From

	LIN/MXP – Milan
	TRN – Turin
	BLQ – Bologna
	VCE – Venice
	BGY – Bergamo
	VRN - Verona
Tickets issued by	04 March 2020
Ticket travel dates	04March – 15 March 2020
New travel dates	04March – 31May 2020
Rebooking Allowance	Rebook into the same class as the original flight
	or lowest available in the same cabin
Change of gateway	Rebook onto a British Airways operated
	service to/from ZRH (Zurich) or GVA (Geneva)
	and London (any airport) into the same class as
	the original flight or lowest available in the same
	cabin.
	Must advise the customer that any consequential
	cost to travel between the original and the new
	Swiss gateway, e.g. surface transport, hotels, etc.
	are at their expense. Add a remark into the
	booking stating that you have advised this.
	Visas may also need to be checked to travel into
	Switzerland.
Origin/Destination/Stopover changes	Yes – as above
Refunds Allowed	No
Redemptions included	Yes
Important Information	one involuntary ticket change allowed
	from the above options
	Includes any connecting BA/Joint
	Business services on the same ticket
	If changing both outbound and return
	sectors, travel must be completed by dates
	specified
	For customers on cancelled flights,
	please follow the standard customer guidelines
	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
	<u> </u>

Advice for British Airways-125 ticketed customers whose BA, IB, AY or AA flight is still OPERATING

Rebook onto	British Airways
Airports affected	To/From
	LIN/MXP – Milan
	TRN – Turin
	BLQ – Bologna
	VCE – Venice
	BGY – Bergamo
	VRN - Verona
Tickets issued by	29 February 2020
Ticket travel dates	29 February – 15 March 2020
New travel dates	29 February – 03 April 2020
Rebooking Allowance	Rebook into the same class as the original
	flight or lowest available in the same
	cabin
Change of gateway	Rebook onto a British Airways operated
	service to/from ZRH (Zurich) or GVA
	(Geneva) and London (any airport) into
	the same class as the original flight
	or lowest available in the same cabin.
	Must advise the customer that any
	consequential cost to travel between the
	original and the new Swiss gateway, e.g.
	surface transport, hotels, etc. are at their
	expense. Add a remark into the booking
	stating that you have advised this.
	Visas may also need to be checked to
	travel into Switzerland.
Origin/Destination/Stopover changes	Yes – as above
Refunds Allowed	No
Redemptions included	Yes
Important Information	one involuntary ticket change
	allowed from the above options
	Includes any connecting
	BA/Joint Business services on the same
	ticket
	For customers
	on cancelled flights, please follow
	the standard customer guidelines
	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

Italy services - Update 2 - 29 February 2020 1055 hours (UK)

Advice for British Airways-125 ticketed customers whose BA, IB, AY or AA flight is still OPERATING			
Rebook onto	British Airways or AJB		
Airports affected	To/From		
	LIN/MXP – Milan		
	TRN – Turin		
	BLQ – Bologna		
	VCE – Venice		
	BGY – Bergamo		
	VRN - Verona		
Tickets issued by	29 February 2020		
Ticket travel dates	29 February – 15 March 2020		
New travel dates	29 February – 03 March 2020		
Rebooking Allowance	Rebook into the same class as the original		
	flight or lowest available in the same		
	cabin		
Change of gateway	Rebook onto a British Airways operated		
	service to/from ZRH (Zurich) or GVA		
	(Geneva) and London (any airport) into		
	the same class as the original flight		
	or lowest available in the same cabin.		
	Must advise the customer that any		
	consequential cost to travel between the		
	original and the new Swiss gateway, e.g.		
	surface transport, hotels, etc. are at their		
	expense. Add a remark into the booking		
	stating that you have advised this.		
	Visas may also need to be checked to		
	travel into Switzerland.		
Origin/Destination/Stopover changes	Yes – as above		
Refunds Allowed	No		
Redemptions included	Yes		
Important Information	one involuntary ticket change		
	allowed from the above options		
	Includes any connecting		
	BA/Joint Business services on the same		
	ticket		
	For customers		

on	cancelled	flights,	please	follow
the	standard custo	omer guidel	nes	
	Adhere	ence to	com	mercial
poli	cies/conditio	ons of cal	riage gu	uidelines
rem	ains entirel	y the resp	onsibilit	y of the
user	. BA reserv	es the rig	ht to w	ithdraw
guia	lelines at an	y time		

Italy services - Update 1 - 25 February 2020 1730 hours (UK)

Rebook onto	British Airways or AJB
Airports affected	To/From
	LIN/MXP – Milan
	TRN – Turin
	BLQ – Bologna
	VCE – Venice
	BGY – Bergamo
	VRN - Verona
Tickets issued by	24 February 2020
Ticket travel dates	25 February – 02 March 2020
New travel dates	25 February – 31 March 2020
Rebooking Allowance	Rebook into the same class as the original flight
	or lowest available in the same cabin
Change of gateway	Rebook onto a British Airways operated service to/from
	ZRH (Zurich) or GVA (Geneva) and London (any
	airport) into the same class as the original flight
	or lowest available in the same cabin.
	Must advise the customer that any consequential cost to
	travel between the original and the new Swiss gateway,
	e.g. surface transport, hotels, etc. are at their expense.
	Add a remark into the booking stating that you have
	advised this.
	Visas may also need to be checked to travel into
	Switzerland.
Origin/Destination/Stopover changes	Yes – as above
Refunds Allowed	No
Redemptions included	Yes
	one involuntary ticket change allowed from
Important Information	one involuntary ticket change allowed from
Important Information	the above options
Important Information	
Important Information	the above options

	follow the <u>standard customer guidelines</u>
	Adherence to commercial policies/conditions
	of carriage guidelines remains entirely the responsibility
ı	of the user. BA reserves the right to withdraw guidelines
	at any time