

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)

Advice for British Airways-125 ticketed customers whose BA flight is still OPERATING or is CANCELLED

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 31 May 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.

	<p>For any change of gateway customer is responsible for any consequential costs, e.g. trains, hotels. Advise the customer and add a remark</p> <p>Travel across the border to/from Italy is entirely at the behest of the local Authorities and not the responsibility of British Airways.</p> <p>Some customers may require a visa for the new gateway.</p>
Rebook onto other AZ	<p>For inbound BA-125 customers departing from any airport in Italy whose BA flight is now CANCELLED, to assist their repatriation rebook onto Allitalia (AZ) services</p> <p>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</p> <p>Rebook into the lowest available class in the same cabin as original on a flight departing Italy up to and including 30 April 2020</p> <p>Must add OS AZ INVOL</p> <p>REROUTE AZ/BA</p> <p>Available for rebook through BA Contact Centres or Trade</p> <p>Includes Redemptions</p> <ul style="list-style-type: none"> 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

	<p>allowed from the above options</p> <p>Includes any connecting BA/Joint Business services on the same ticket</p> <p>If changing both outbound and return sectors, travel must be completed by dates specified</p> <p>For customers on cancelled flights, please follow the standard customer 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>
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Italy services - Update 9 - 12 March 1245 hours (UK)

Advice for British Airways-125 ticketed customers whose BA flight is still OPERATING or is CANCELLED

<i>Rebook onto</i>	<i>British Airways</i>
<i>Airports affected</i>	<i>To/From All airports in Italy</i>
<i>Tickets issued by</i>	<i>08 March 2020</i>
<i>Ticket travel dates</i>	<i>Up to and including 04 April 2020</i>
<i>New travel dates</i>	<i>Up to and including 31 May 2020</i>
<i>Rebooking Allowance</i>	<i>Rebook into the same class as the original flight or lowest available in the same cabin</i>
<i>Change of gateway</i>	<p><i>*For any customer mid-travel urgently requesting to leave or return back to Italy*</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Receipts will be required and send these through the Customer Relations form in ba.com.</i></p> <p><i>For any change of gateway customer is</i></p>

	<p>responsible for any consequential costs, e.g. trains, hotels. Advise the customer and add a remark</p> <p>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.</p>
Rebook onto other AZ	<p>For inbound BA-125 customers departing from any airport in Italy whose BA flight is now CANCELLED, to assist their repatriation rebook onto Alitalia (AZ) services</p> <p>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</p> <p>Rebook into the lowest available class in the same cabin as original on a flight departing Italy up to and including 30 April 2020</p> <p>Must add OS AZ INVOL REROUTE AZ/BA</p> <p>Available for rebook through BA Contact Centres or Trade</p> <p>Includes Redemptions</p> <ul style="list-style-type: none"> 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	<p>one involuntary ticket change allowed from the above options</p> <p>Includes any connecting BA/Joint Business services on the same ticket</p> <p>If changing both outbound and return sectors, travel must be completed by</p>

	<p>dates specified</p> <p>For customers on cancelled flights, please follow the standard customer 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>
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Italy services - Update 8 - 10 March 1600 hours (UK)

Advice for British Airways-125 ticketed customers whose BA flight is still OPERATING or is CANCELLED

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 31 May 2020
Rebooking Allowance	Rebook into the same class as the original flight or lowest available in the same cabin
Change of gateway	<p>*For any customer mid-travel urgently requesting to leave or return back to Italy*</p> <p>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.</p> <p>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.</p> <p>Travel across the border to/from Italy is entirely at the behest of the local Authorities and not the responsibility of British Airways.</p> <p>Some customers may require a visa for the new gateway.</p>
Origin/Destination/Stopover changes	Yes – as above
Refunds Allowed	Yes
Redemptions included	Yes
Important Information	one involuntary ticket change allowed from the above options

	<p>Includes any connecting BA/Joint Business services on the same ticket</p> <p>If changing both outbound and return sectors, travel must be completed by dates specified</p> <p>For customers on cancelled flights, please follow the standard customer 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>
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Italy services - Update 7 - 9 March 2230 hours (UK)

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

<i>Rebook onto</i>	<i>British Airways</i>
<i>Airports affected</i>	To/From All airports in Italy
<i>Tickets issued by</i>	08 March 2020
<i>Ticket travel dates</i>	Up to and including 04 April 2020
<i>New travel dates</i>	Up to and including 31 May 2020
<i>Rebooking Allowance</i>	Rebook into the same class as the original flight or lowest available in the same cabin
<i>Change of gateway (1)</i>	<p>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.</p> <p>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.</p> <p>Visas may also need to be checked to travel into Switzerland.</p>
<i>Origin/Destination/Stopover changes</i>	Yes – as above
<i>Refunds Allowed</i>	Yes
<i>Redemptions included</i>	Yes
<i>Important Information</i>	<p>one involuntary ticket change allowed from the above options</p> <p>Includes any connecting BA/Joint Business services on the same ticket</p> <p>If changing both outbound and</p>

	<p>return sectors, travel must be completed by dates specified</p> <p>For customers on cancelled flights, please follow the standard customer 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>
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Italy services - Update 6 - 8 March 2015 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	<p>To/From</p> <p>LIN/MXP – Milan</p> <p>TRN – Turin</p> <p>BLQ – Bologna</p> <p>VCE – Venice</p> <p>BGY – Bergamo</p> <p>VRN – Verona</p>
Tickets issued by	07 March 2020
Ticket travel dates	Up to and including 04 April 2020
New travel dates	Up to and including 31 May 2020
Rebooking Allowance	Rebook into the same class as the original flight or lowest available in the same cabin
Change of gateway (1)	<p>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.</p> <p>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.</p> <p>Visas may also need to be checked to travel into Switzerland.</p>
Change of gateway (2)	<p>For both OPERATING and CANCELLED British Airways services to/from LIN, MXP, BGY or VCE</p> <p>Rebook onto a British Airways operated service to/from any alternative Italian</p>

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

Italy services - Update 5 - 8 March 1025 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	<p>To/From</p> <p>LIN/MXP – Milan</p> <p>TRN – Turin</p> <p>BLQ – Bologna</p> <p>VCE – Venice</p> <p>BGY – Bergamo</p> <p>VRN – Verona</p>
Tickets issued by	07 March 2020

Ticket travel dates	Up to and including 04 April 2020
New travel dates	Up to and including 31 May 2020
Rebooking Allowance	Rebook into the same class as the original flight or lowest available in the same cabin
Change of gateway	<p>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.</p> <p>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.</p> <p>Visas may also need to be checked to travel into Switzerland.</p>
Origin/Destination/Stopover changes	Yes – as above
Refunds Allowed	<p>Yes - for travel to/from LIN, MXP, VCE, BGY only if any sector is for travel up to and including 04 April 2020</p> <p>No other destination unless flight is cancelled</p>
Redemptions included	Yes
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>Includes any connecting BA/Joint Business services on the same ticket</p> <p>If changing both outbound and return sectors, travel must be completed by dates specified</p> <p>For customers on cancelled flights, please follow the standard customer 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>

Italy services - Update 4 - 4 March 1750 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

	<p>LIN/MXP – Milan</p> <p>TRN – Turin</p> <p>BLQ – Bologna</p> <p>VCE – Venice</p> <p>BGY – Bergamo</p> <p>VRN - Verona</p>
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	<p>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.</p> <p>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.</p> <p>Visas may also need to be checked to travel into Switzerland.</p>
Origin/Destination/Stopover changes	Yes – as above
Refunds Allowed	No
Redemptions included	Yes
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>Includes any connecting BA/Joint Business services on the same ticket</p> <p>If changing both outbound and return sectors, travel must be completed by dates specified</p> <p>For customers on cancelled flights, please follow the standard customer 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 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
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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

	<p>on cancelled flights, please follow the standard customer 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>
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Italy services - Update 1 - 25 February 2020 1730 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	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
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>Includes any connecting BA/Joint Business services on the same ticket</p> <p>For customers on cancelled flights, please</p>

	<p>follow the standard customer 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>
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