

Coronavirus – British Airways onto Cathay Pacific flights

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Summary

The following REACTIVE guidelines have been published to assist any customer affected by the Coronavirus cancellations for British Airways services.

More information

Advice for British Airways-125 ticketed customers whose BA flight is now CANCELLED

Rebook onto	Cathay Pacific
Routes/Airports affected	To/From Hong Kong (HKG)
Tickets issued by	28 March 2020
Ticket travel dates	05 – 28 April 2020
New travel dates	Up to and including 28 April 2020
Rebooking Allowance on CX	Rebook onto Cathay Pacific (CX) between Hong Kong (HKG) and London (LHR) and v.v. Rebook into the lowest available class in the same cabin Must add OS CX INVOL REROUTE DUE BA CANX PER BA/CX AGREEMENT Add OS CX customer contact number Use the lowest class available If the same cabin is not available downgrade into lower cabin Do not involuntary upgrade
Available for Redemptions	Yes
Important Information	Advise customers that schedules are subject to change at any time, we recommend they keep checking the operating carrier's latest flight status and also add their contact details through the operating carriers Manage My Booking

	<p>Entry restrictions may change at any time for both UK or Hong Kong, advise the customer to keep checking the FCO website</p> <p>one ticket change allowed from the above options</p> <p>Includes any connecting BA services on the same ticket</p> <p>If involuntary changing both outbound and return sectors travel must be completed by dates specified</p> <p>For rebook onto BA or refund options - Use standard customer guidelines and Coronavirus Principal 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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