

Is your British Airways 125 booking ticketed and affected by COVID-19?

NO

Unticketed bookings must comply with current fare rules, once ticketed the 'Book with Confidence for new booking' applies

YES

IS YOUR FLIGHT STILL OPERATING?

YES

NO

For cancelled flights you can offer the ability to retain unused value of the ticket toward future travel within 12 months of the original departure date or obtain a refund

WHEN DID YOU TICKET THE BOOKING?

On or before 13th March 2020
EXISTING BOOKING

Between 3rd March - 31st May 2020
BOOK WITH CONFIDENCE FOR NEW BOOKING

ARE YOUR TRAVEL DATES BETWEEN 14 MARCH 2020 AND 31 MAY 2020

ARE YOUR TRAVEL DATES UP TO AND INCLUDING 31ST DECEMBER 2020?

NO

YES

YES

NO

- Waiver of change fee for bookings made between 3rd March – 31st May 2020**
- Bookings made prior to 3rd March still have the change fee penalty in the fare rule, this needs to be manually removed when making date or route change
- Date & routing (origin & destination) changes regardless of whether travel has commenced**
1. Any difference in fares/taxes to be collected. An EMD must be issued as part payment for further travel if new fare/taxes are lower
 2. Associated ancillaries will be carried forward to the new travel dates*
 3. Unlimited changes with no change fee for new or changed departure dates up to and including 31st May 2020
 4. Fare rules apply when changing a departure date after 31st May 2020
- The ability to retain the unused value of ticket towards future travel**
- 1-4 plus
 5. New travel must be completed (outbound & inbound) within 12 months of the original departure date
 6. Refunds not permitted
 7. Total value is carried forward including fare, taxes, fees & charges on the original ticket
 8. Customer must retain their ticket number and quote this when making new booking

[Click here for full details of this policy](#)

* with the exception of any prepaid excess baggage (XBAG) which must be refunded

Principal guidelines or guidelines by country apply

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Visit britishairways.com/trade for the latest policies and updates



*Excludes group and NDC bookings

02/04/2014

