

# British Airways – COVID 19 Latest Update and Actions

## Policy

### New flexibility for existing bookings:

For all bookings made on or before 13 Mar 2020 and departing between 14 Mar - 31 May 2020, you can:

1. Change to a new flight with no change fee or
2. Exchange your ticket for a credit worth the full value of the original ticket

### Extended dates for the "Book with Confidence" policy on new bookings:

We have waived our change fees for all new bookings made between 3 Mar - 31 May 2020, to allow date changes up to 12 months from original date of departure.

**NOTE:** For bookings made via NDC, servicing options may vary.



### New special one-way fares:

We have introduced special one-way fares for travel between the UK/Europe and USA to help customers who may need to travel at short notice. These fares are valid for travel until 13 Apr 2020 from UK/EU and for travel until 7 May 2020 from US.

## Network changes

- We will try our very hardest to continue flying where governments allow us to operate and where there is demand.
- We are currently operating all our flights from LHR Terminal 5, mainly to Europe with some flights to the Far East, South America and key gateways in the US.
- We are operating no services from LGW and LCY.
- We have been working with the British Government to run repatriation flights, bringing home thousands of Britons stranded across the globe. We have successfully completed various flights including to Cuba and Lima. We will continue to work with the government to assist with repatriation where we can.
- Although passenger demand has fallen significantly, the need for goods to be transported across the globe has remained high. To help support this demand, with the help of our partners at IAG cargo, we have been running cargo only flights which include transporting urgent medical supplies to where they are needed most.



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## Operations

**Enhanced Aircraft Cleaning:** The cleanliness of our aircraft is of utmost importance for both customers and colleagues.

- We have increased the capacity of our cleaning teams and the frequency of audit inspections.
- Our cabin crew are trained to a high standard of hygiene.
- All our aircraft are fitted with High Efficiency Particulate Air (HEPA) filters to remove particulate and bacterial contamination and provide passengers with clean air inside the cabin. These provide the same level of air filtration as hospital operating theatres.
- All cabin crew have been provided with hand sanitisers on board aircraft.

### Onboard Service Changes

In order to deliver our cabin service in the safest manner possible, we have made some temporary changes to onboard catering across all cabins.

- **Short Haul:** There will be no Buy-on-Board available and we will serve complimentary refreshments (snacks) and water. Hot beverages are available on request.
- **Long Haul:** No standard meal service and we will serve refreshments (sandwiches/snacks), water, soft drinks and hot beverages
- Refunds are available for pre-paid meals.



### Terminal Consolidation

- All British Airways' services currently operating from London, Heathrow Terminal 5.
- All British Airways' services currently operating from New York, Kennedy Terminal 7 have switched to Terminal 8.
- All British Airways' services currently operating from Manchester will switch to Terminal 1.

### Lounge Closures

We have temporarily suspended the operation of all BA lounges worldwide.

