

Coronavirus – BEY/MCT/AUH Customer Guidelines

Answer Id 8170 | Updated 24/04/2020 09.42 AM (BST)

Summary

The following guidelines have been published to assist any customer affected by the Coronavirus cancellations for Beirut (BEY), Muscat (MCT) and Abu Dhabi (AUH).

More information

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

[Update 2 for AUH - 24 April 2020 at 0900 hours \(UK time\)](#)

Rebook onto	British Airways
Airports affected	To/From AUH (Abu Dhabi)
Tickets issued by	22 April 2020
Ticket travel dates	Up to and including 31 May 2020
Rebooking Allowance	Use all options from standard customer guidelines and Principal Coronavirus guideline – Update 2
Rebooking Allowance for AUH	Rebook onto Etihad Airways (EY) between Abu Dhabi (AUH) and London (LHR) or v.v. up to and including 31 May 2020 Rebook into the lowest available from the following booking classes First – R/A/F Business – Z/W/D/C/J Premium Economy – not applicable use economy Economy – T/E/U/V/L/Q/M/K/H/B/Y No Redemptions Must add OS EY INVOL REROUTE DUE COVID-19 PER EY/BA AGREEMENT Add OS EY customer contact number Use the lowest class available Only available on EY services AUH-LHR-AUH Also available for BA customers from cancelled DXB services. Customer makes their own way between DXB and AUH at their expense

Refunds Allowed	Yes – as per Conditions of Carriage > BA Flight Cancellations or value of the original ticket held for future travel as per 'Book with Confidence' policy
Important Information	<p>one 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>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> <p>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>

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

Rebook onto	British Airways
Airports affected	To/From BEY (Beirut) MCT (Muscat) AUH (Abu Dhabi)
Tickets issued by	18 March 2020
Ticket travel dates	Up to and including 30 April 2020
Rebooking Allowance	Use all options from standard customer guidelines and Principal Coronavirus guideline – Update 2
Rebooking Allowance for BEY or MCT	<p>Rebook onto Qatar Airlines (QR) between Beirut (BEY)/Muscat (MCT) and Doha (DOH) or v.v. between 29 March and 30 April 2020</p> <p>Rebook into the lowest available class in the same cabin</p> <ul style="list-style-type: none"> • Must add OS QR INVOL REROUTE DUE BA CANX PER BA/QR AGREEMENT Add OS QR customer contact number Use the lowest class available Only available on QR services BEY-DOH-BEY or MCT-DOH-MCT <p>No Redemptions</p>

	<p>Then book a connecting BA or QR operating service between DOH and LHR v.v.</p> <p>Rebook into the same class as original or the lowest available class in the same cabin</p>
Rebooking Allowance for AUH	<p>Rebook onto Etihad Airways (EY) between Abu Dhabi (AUH) and London (LHR) or v.v. between 01 and 30 April 2020</p> <p>Rebook into the lowest available from the following booking classes</p> <p>First – R/A/F Business – Z/W/D/C/J Premium Economy – not applicable use economy Economy – T/E/U/V/L/Q/M/K/H/B/Y</p> <p style="text-align: center;">Must add OS EY INVOL REROUTE DUE COVID-19 PER EY/BA AGREEMENT</p> <p style="text-align: center;">Add OS EY customer contact number Use the lowest class available Only available on EY services AUH-LHR-AUH</p> <p style="text-align: center;">No Redemptions</p>
Refunds Allowed	<p>Yes – as per Conditions of Carriage or value of the original ticket held for future travel as per ‘Book with Confidence’ policy</p>
Important Information	<p>one 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>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> <p>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>