

Zika virus - Customer Guidelines

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Summary

The guidelines below are available to assist customers who are pregnant on the date of travel and able to supply a valid medical certificate confirming their pregnancy. They must be booked to a destination in a country (or specified region) with active Zika virus listed on the [UK FCO website](#)

More information

Advice for British Airways-125 ticketed customers whose BA Prime flight or BA Codeshare (BA*OA) flight is still OPERATING.

Option 1 - British Airways destination change

Rebook onto	BA
Routing	Customers may use the value of their ticket towards the purchase of a brand new ticket to any alternative destination where there is no active Zika virus transmission
Period	This is an ongoing guideline
Important Information	<ul style="list-style-type: none">• new ticket is quoted using current price but any change or offline service fees are not charged• any additional amount to be paid by the customer• any residual amount to be refunded back to the card of original payment• includes BA Franchisee/subsidiary services

Option 2 - Full or Part Refund

- Must refund back to the original form of payment
- Trade bookings can **only** be refunded by the original issuing agent and you should cancel and refund the ticket.