

Coronavirus – Calgary (YYZ) suspension Customer Guidelines

Answer Id 8229 | Updated 22/05/2020 04.29 PM (BST)

Summary

The following guidelines have been published to assist any customer affected by the suspension of out LHR – YYC – LHR service for Summer 2020.

More information

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

Rebook onto	British Airways
Airports affected	To/From YYC (Calgary)
Tickets issued by	21 May 2020
Ticket travel dates	Period of route suspension 01 July 2020 – 03 October 2020
Rebooking Allowance	Use all options from standard customer guidelines and Principal Coronavirus guideline
Origin/Destination/Stopover changes	Yes – for the period up to and including the 31 July 2020 YVR may be offered as an alternate origin or destination. Rebook without charge into the same class as original or lowest available in the same cabin Any additional expenses incurred are the responsibility of the customer. For travel after the 01 August onwards standard Conditions of Carriage apply as above.
Refunds Allowed	Yes – as per standard customer guidelines > BA Flight Cancellations or value of the original ticket held for future travel as per Booking with Confidence policy
Redemptions included	Yes
Important Information	one ticket change allowed from the above options Includes any connecting BA/Joint

	<p>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>
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