

# Coronavirus – British Airways onto Qatar flights

Answer Id 8181 | Updated 14/05/2020 12.10 PM (BST)

## Summary

The REACTIVE guidelines below have been published to assist any customer affected by the Coronavirus cancellations for British Airways services.

## More information

### Update 2 - 14 May 2020 at 1115 hours (UK time)

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

|                           |   |
|---------------------------|---|
| Rebook onto               | Qatar Airways   |
| Routes/Airports affected  | To/From<br><br>Any cancelled British Airways service where QR also operate the route via DOH, e.g. SYD-LHR rebook onto SYD-DOH-LHR  |
| Tickets issued by         | <b>Ticket needs to have been issued prior to flight cancellation</b>  |
| Ticket travel dates       | 29 March – 30 June 2020   |
| New travel dates          | Up to and including 30 June 2020  |
| Rebooking Allowance on QR | Rebook onto Qatar Airways (QR) between the same point of origin and destination via Doha (DOH)<br><br>Rebook into the lowest available class in the same cabin<br><ul style="list-style-type: none"><li>• Must add OS QR INVOL REROUTE DUE BA CANX PER BA/QR AGREEMENT</li></ul> <p>Add OS QR customer contact number</p> <p>Use the lowest class available</p> <p>If the same cabin is not available downgrade into lower cabin</p> <p>Do not involuntary upgrade</p> <p>For the Joint Business trunk route between DOH and LHR v.v. then rebook BA if operating</p> |

|                           |   |
|---------------------------|---|
| Available for Redemptions | No  |
| Important Information     | <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> <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> <ul style="list-style-type: none"> <li>For rebook onto BA or refund options - use <a href="#">standard customer guidelines</a> and <a href="#">Coronavirus Principal Guidelines</a></li> </ul> <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> |

**Update 1 - 30 March 2020 at 1500 hours (UK time)**

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

|                           |  |
|---------------------------|--|
| Rebook onto               | Qatar Airways  |
| Routes/Airports affected  | To/From<br>Any cancelled British Airways service where QR also operate the route via DOH, e.g. SYD-LHR rebook onto SYD-DOH-LHR   |
| Tickets issued by         | 28 March 2020  |
| Ticket travel dates       | 29 March – 30 June 2020  |
| New travel dates          | Up to and including 30 June 2020   |
| Rebooking Allowance on QR | <p>Rebook onto <b>Qatar Airways (QR)</b> between the <b>same point of origin and destination via Doha (DOH)</b></p> <p>Rebook into the <b>lowest available class in the same cabin</b></p> <p>Must add <b>OS QR INVOL REROUTE DUE BA CANX PER BA/QR AGREEMENT</b></p> <p>Add OS QR customer contact number</p> <p>Use the lowest class available</p> <p>If the same cabin is not available downgrade into lower cabin</p> <p>Do not involuntary upgrade</p> <p>For the Joint Business trunk route between DOH and LHR vice versa then rebook BA if operating</p> |
| Available for Redemptions | No   |

|                              |   |
|------------------------------|---|
| <b>Important Information</b> | <p><b>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</b></p> <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><b>For rebook onto BA or refund options - <a href="#">Coronavirus Principal Guidelines</a></b></p> <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user</p> <p>BA reserves the right to withdraw guidelines at any time</p> |
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