



## **Book with Confidence & Flexibility for existing bookings**

### **Trade GDS Policy v12 7<sup>th</sup> August 2020 (updates in red)**

We fully understand that many of our joint customers may want to change their travel plans given the evolving situation, so we have put a number of measures in place so that they can book with confidence on British Airways.

Customers whose flights are still operating are able to make the most of this flexible policy.

This policy is applicable to all customers which includes Trade Partners and Corporate customers.

No ADMs will be issued as long as the changes made are within these policy guidelines.

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## When does this apply?

- Existing bookings ticketed any time, for travel (outbound or inbound) between 14<sup>th</sup> March 2020 and 30<sup>th</sup> September 2020.
- New ticketed bookings made between 3<sup>rd</sup> March 2020 and **30<sup>th</sup> September 2020** for travel completed (both outbound and inbound) by **31<sup>st</sup> August 2021**
- These conditions apply to tickets issued on British Airways (125), for any carrier routing
- Rebooking with credit valid for travel (outbound & inbound) by 30<sup>th</sup> April 2022 or EMD (RSVT) for future travel valid on:-
  - BA through fares and/or marketed routes
  - Combined BA routing with SJB, AJB, Qatar JB
  - IAG partner fares
  - SJB, AJB, Qatar JB and IAG partner routes/fares
  - BA\*MN (Comair) operated flights, either domestic within Africa or in connection with a BA operated mainline flight
  - BA routings which includes Sunair, only if the routing is in connection to/from a BA mainline flight
- Other carriers issued tickets may have different rules

## When would this policy not be permitted?

- Voluntary cancellations made prior to our **existing bookings** policy being issued on 13<sup>th</sup> March 2020
- Voluntary cancellations made prior to our **new ticketed bookings** policy being issued on 3<sup>rd</sup> March 2020.

## What flexibility does the policy permit?

- **Ability to change the date & routing (origin & destination) regardless of whether travel has commenced.** If new fare and taxes are higher, the customer will need to pay the difference. If the new fare and taxes are lower, an EMD must be issued for the difference which can then be used as part payment for further travel
  - Any associated ancillaries to the original ticket will be carried forward to the new travel dates with the exception of any prepaid excess baggage (XBAG) **or pre-paid meals** which must be refunded as non-transferrable. Customer will need to purchase XBAG **or pre-paid meal** online if still required on new journey
- **Waiver of change fee**  
ATPCo has designed a solution called 'Emergency Flexibility for Voluntary Changes and Refunds'. This allows airlines to apply more flexible changes and/or refund conditions to the original fare rules which, at time of ticket issuance, would have been more restricted.

Although airlines fare rules will still display the original fare rule conditions in the GDS, the more flexible conditions will be applied provided the ticket presented for change or refund falls within the airlines' flexible policy.

BA has implemented the Emergency Flexibility solution to all our fare products, published and private. This will improve efficiencies in terms of servicing using the GDS Automated Changes functionality

This solution does not extend to refund conditions which are as per the original ticketed fare

- **The ability to retain the unused value of their ticket towards future travel as credit.**
  - The total value is carried forward. This includes the fare, taxes, fees & charges which appear on the original ticket
  - Customers opting for 'credit' are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non refundable
  - Confirmation of opting for 'credit' applies once the booking is modified with the relevant process steps outlined in this policy
  - New travel must be completed (outbound & inbound) by 30<sup>th</sup> April 2022.
  - The customer must retain their ticket number and quote this when they are ready to make a new booking

### My customer is ready to make a change, how do I proceed?

- Make the change in the existing PNR and cancel any unwanted flights before departure date
  - In the exceptional circumstances where the intention is to use the existing unused value of the ticket as future credit and the original booking is flagged as a no show and your coupon is still 'O' or 'A' status, the no show terms, and conditions have been relaxed and no ADM will be issued. If your coupon status has changed to 'Y' please contact Trade Support.
- Reissue where possible same day however we have relaxed the ticketing time limit until further notice.
  - The relaxed ticketing time limit does not apply to new bookings where no previous ticket was issued. These will need to follow the ticketing time limit as per the fare rules
- If the new ticket value is more expensive than the original fare purchased, use the automated ticket changer. Where this is not possible, revert to manual repricing.
- If a fare differential applies, this needs to be collected from the customer.
- Insert PNR OSI (Other Service Information) element - **OSI BA BWC COVID19**
  - This OSI is applicable as from the date of this communication was first issued, 19<sup>th</sup> March 2020. Any booking previously amended prior to this date do not require this OSI.
- If the new ticket value is less than the original fare purchased, the residual value can be issued on a non-refundable EMD to be redeemed on future travel on British



Airways. This functionality is only **currently available to Amadeus users**. Please refer to your GDS for EMD entries. For all **other GDS** users please refer to the section ‘How do I reissue with a residual value?’ Manual EMDs are not accepted and may result in an ADM being issued.

- This EMD is non-refundable and can only be used as payment towards future transportation not any ancillary service
- Any residual value EMD (‘credit’ given under this policy) will have validity until 30<sup>th</sup> April 2022
- Residual value EMD must be used and travel must be completed by 30<sup>th</sup> April 2022
- EMD service code to apply:

Airline	Code	RFIC/SC	Book	Type	Description
BA	RSVT	D/99I	SVC	S	Residual Value Future Travel

- Add EMD endorsement field to include BWC COVID19 NONREF. This EMD endorsement is applicable as from the date of this communication
- During exchange/reissue of the original ticket or when redeeming the residual value EMD towards a new ticket, the newly issued fare rules and ticket validity apply. The original non-refundable amount must remain non-refundable and this amount included in a mandatory endorsement in this format only:-  
**FE BWC COVID19/GBPXXX NONREF/***include any other endorsement info from new fare*
- Any associated ancillaries will need to be reassigned to the new ticket by Trade Support.
  - Excess baggage (XBAG) **or pre-paid meal** must be refunded as non-transferrable. Customer will need to purchase XBAG online or pre-paid meal if still required or call Trade Support
  - Paid for seating will be transferred with the ticket however, you must call Trade Support to reassign
- Effective from policy update v6 5<sup>th</sup> May 2020, add ticket endorsement, **BWC COVID19**

## My customer is not ready to make a change, how do I hold for future credit?

- If travel has not commenced: -
  - Insert mandatory PNR OSI (Other Service Information) in this format only before removing any flight segments element - **OSI BA BWC COVID19**
  - Ensure you end the PNR and reopen to continue servicing. The mandatory OSI is now retained in the history of the booking.
    - This OSI is applicable as from the date of this communication, 19<sup>th</sup> March 2020. Any booking previously amended prior to this date do not require this OSI.



- Cancel the original booking prior to departure of first flight. An itinerary can be changed or cancelled anytime up to the ticketed departure date.
  - In the exceptional circumstances where the intention is to use the existing unused value of the ticket as future credit and the original booking is flagged as a no show and your coupon is still 'O' or 'A' status, the no show terms, and conditions have been relaxed and no ADM will be issued. If your coupon status has changed to 'Y' please contact Trade Support.
- **It is important that the customer is advised to retain their ticket number** for future use and in opting for 'credit' they are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non-refundable.
  - New travel must be completed (outbound & inbound) by 30<sup>th</sup> April 2022. Customer should also be advised that they must return to their original issuing agent to use the future travel credit.
    - If the customer advises that they cannot locate their original ticket number, you must refer to your GDS Helpdesk and request a historical PNR to access the ticket number
- If the customer is mid-journey: -
  - Insert mandatory PNR OSI (Other Service Information) in this format only before removing any flight segments element - **OSI BA BWC COVID19**
  - Ensure you end the PNR and reopen to continue servicing. The mandatory OSI is now retained in the history of the booking.
    - This OSI is applicable as from the date of this communication, 19<sup>th</sup> March 2020. Any booking previously amended prior to this date do not require this OSI.
  - The unused portion of the itinerary should be cancelled and the PNR kept live
  - Please contact your GDS Helpdesk on how to retain PNR live with a MISC or retention line which are non active air segments. We recommend retaining the PNR for 355 days in the future to avoid multiple changes.
  - Passive, inactive or non-productive segments from a PNR must be removed at least 24hrs prior to departure to avoid AMD charges. These include any segments with a status AK/AL/AN/BK/BL/BN/GK/GL/GN/MK/PK/PU/PL/YK/ZK
  - **Based on airline policy**, systems will be implementing changes to ensure existing PNRs (**and related pricing context**) as well as accountable documents (ETKTs / EMDs) will not purge and still be accessible to the agents for future servicing
- **It is important that the customer is advised to retain their ticket number** for future use and in opting for 'credit' they are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non-refundable.



- New travel must be completed (outbound & inbound) by 30<sup>th</sup> April 2022. Customer should also be advised that they must return to their original issuing agent to use the future travel credit.
- If the customer advises that they cannot locate their original ticket number, you must refer to your GDS Helpdesk and request a historical PNR to access the ticket number

## My customer is ready to use their credit for future travel, how do I proceed?

- The customer should advise you of their original ticket number to be used as payment
- Validate the credit is being used on travel which must be completed (outbound & inbound) by 30<sup>th</sup> April 2022.
  - Ticket time limit will be as per the new fare rules
- For those customers who had not commenced their journey or are mid-journey, either use the existing booking if still available in the system or create a new booking and use the original ticket as payment or part payment using automated repricing or where this is not possible, revert to manual repricing.
  - **Based on airline policy**, systems will be implementing changes to ensure existing PNRs (**and related pricing context**) as well as accountable documents (ETKTs / EMDs) will not purge and still be accessible to the agents for future servicing
- Insert mandatory PNR OSI (Other Service Information) in this format only - **OSI BA BWC COVID19**
  - This OSI is applicable as from the date of this communication, 19<sup>th</sup> March 2020. Any booking previously amended prior to this date do not require this OSI.
- If the new ticket value is more expensive than the original fare purchased, this needs to be collected from the customer. Use the automated ticket changer. Where this is not possible, revert to manual repricing
- If the new ticket value is less than the original fare purchased, the residual value can be issued on a non-refundable EMD to be redeemed on future travel on British Airways. This functionality is only **currently available to Amadeus users**. Please refer to your GDS for EMD entries. For all **other GDS** users please refer to the section 'How do I reissue with a residual value?' Manual EMDs are not accepted and may result in an ADM being issued.
  - This EMD is non-refundable and can only be used as payment towards future transportation not any ancillary service
  - Any residual value EMD ('credit' given under this policy) will have validity until 30<sup>th</sup> April 2022
  - Residual value EMD must be used and travel must be completed by 30<sup>th</sup> April 2022
  - EMD service code to apply:



Airline	Code	RFIC/SC	Book	Type	Description
BA	RSVT	D/99I	SVC	S	Residual Value Future Travel

- Add EMD endorsement field to include BWC COVID19 NONREF. This EMD endorsement is applicable as from the date of this communication
- During exchange/reissue of the original ticket or when redeeming the residual value EMD towards a new ticket, the newly issued fare rules and ticket validity apply. The original non-refundable amount must remain non-refundable and this amount included in a mandatory endorsement in this format only:-  
**FE BWC COVID19/GBPXXX NONREF/***include any other endorsement info from new fare*
- Associated ancillaries will need to be reassigned to the new ticket by Trade Support.
  - Excess baggage (XBAG) must be refunded as non-transferrable. Customer will need to purchase XBAG online if still required or call Trade Support
  - Paid for seating will be transferred with the ticket however, you must call Trade Support to reassign
- Effective from policy update v6 5<sup>th</sup> May 2020, add ticket endorsement, **BWC COVID19**

### My customer has unused credit, can I extend until 30th April 2022?

- Yes, credit will be valid for travel (outbound & inbound) by 30<sup>th</sup> April 2022. Passenger can re-book when travel dates are known.
- During exchange/reissue of the original ticket or when redeeming the residual value EMD towards a new ticket, the newly issued fare rules and ticket validity apply. The original non-refundable amount must remain non-refundable and this amount included in a mandatory endorsement in this format only:-  
**FE BWC COVID19/GBPXXX NONREF/***include any other endorsement info from new fare*
- Original tickets will still be accessible in the system to allow the exchange/reissue at a later date but still within this policy guidelines, please refer to the section 'When does this apply'.

### Can the credit for future travel be used for other people?

- Name changes are not permitted however, the people in the original booking do not need to travel together. Each person in the original booking will have had their own ticket number which can be used jointly or separately against a new booking.

### How do I reissue with a residual value?

For non-Amadeus users where your GDS provider does not support residual value EMD functionality, British Airways will re-issue the ticket for you and issue EMD for the residual amount.



- **If departure date is within 72 hrs or booking requires same day ticketing, the ticketing agent will need to call our Trade Support team during office hours and at least 2 hours before we close.**
  - Before you call, please ensure your fare quote including all taxes, fees & charges, as well as the fare construction line, tax breakdown, fare basis and baggage concept are entered in OSI field.
  - Check [BTraveltrade.com](http://BTraveltrade.com) for current opening hours under the contact us section
- **For all other bookings, a new webform has been developed and is available on the [BTravelTrade.com](http://BTravelTrade.com) homepage under Coronavirus - Policies**
  - It is the responsibility of the IATA ticketing agent to complete this form
  - If the ticketing agent and booking agent are not the same, the booking agent must insert the mandatory OSI stating the ticketing agency name and IATA number at the time the new itinerary is booked.
  - This form must be submitted the same day the booking is made to enable us to complete the ticketing within time limit.
- BA will send you the reissued ticket and residual value EMD numbers, through an SSR message in the PNR
- This EMD is non-refundable and can only be used as payment towards future transportation not any ancillary service
- Any residual value EMD ('credit' given under this policy) will have validity until 30<sup>th</sup> April 2022
- Residual value EMD must be used and travel must be completed by 30<sup>th</sup> April 2022
- BA has activated in all GDS the ability to allow agents to have access to airline exchanged documents provided they were the issuer of the original document. If you are unable to access an exchanged airline document, please contact your GDS Helpdesk
- The residual value EMD must be redeemed by the traveller directly with British Airways

### My original booking has a 'no show' remark and a flight has now cancelled can I offer the passenger a refund?

- In this instance fare rules would apply regarding any refund, as customer is still required to cancel their booking if no longer planning to travel.
- The relaxed no show policy, is only applicable where the intention is to use the existing unused value of the ticket as future credit
- As an exception we will permit the value of the unused flights as credit towards future travel. Travel must be completed (outbound & inbound) by 30<sup>th</sup> April 2022.
- Customers opting for 'credit' are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non refundable





- Confirmation of opting for 'credit' applies once the booking is modified with the relevant process steps outlined in this policy
- Please follow process as advised in this document

### What if the new flight subsequently cancels?

- Standard customer guidelines apply and any unused coupons will be fully refundable to the original form of payment