



## EUROPE/LATAM/AFRICA group bookings policy (Trade ONLY- issued 02<sup>nd</sup> of November 2020)

In order to assist our Trade partners on all existing, new, ticketed and unticketed Group bookings, the following policy has been introduced.

### **For un-ticketed existing and new bookings for travel until 31MAY21:**

#### Option 1

- We allow bookings to be cancelled up to 30+ days before departure (first segment on the booking)
- We will not generate an ADM for cancellation within the update window

#### *Option 2:*

- 1 free change permitted within system range
- Any additional fare and taxes will be applicable
- New date must be known to change the booking.
- Re-routing permitted
- Please contact BA Groups Department to add authorisation for the change.

### **For new bookings until 31DEC20 for travel as per system range:**

- Bookings can be cancelled without fees up to 120 days after booking but not later than 90 days before departure.
- Please contact BA Groups department to manually override the default option of 30 days

### **For ticketed bookings, if the new date is known:**

- No refund, unless flight shows UN in the PNR.
- Allow one free date change within validity of the ticket.
- Allow one free name change per passenger.
- Re-routing is permitted.
- Any additional fare and taxes must be collected.
- Group must complete travel (inbound and return) by April 2022.

### **For rebooking, when the future date is unknown:**

- Group must complete all new travel (outbound and return) by April 2022.



- The original ticketed PNR must be kept live for 12 months by entering a future date GK sector.
- If you are unable to enter a GK sector for a future date, please send an email to the Groups Department.

### Frequently Asked Questions

#### **Will we ensure that no ADMs are raised if travel agent cancels the booking?**

- We can stop ADMs to be raised for un-ticketed bookings as long as travel agent sends an email to the Groups Department when they cancel space.
- When we receive the email, we will ensure we remove the PNR from the uptake report, so that an ADM is not generated.
- Travel agent should ensure a remark is added in the PNR, stating the reason for cancellation.

#### **How can travel agent process the free 'name change'?**

- Travel agent should contact the Groups Department.

#### **Can the original number of passengers be reduced if minimum group size is still there?**

- This will depend on the size of the group. Please send request via email to the Groups Department.

#### **What happens if tickets are already issued, and the number of passengers needs to be reduced?**

- If one flight segment is UN, ticket is fully refundable.
- If flights are operating, only taxes can be refunded.
- Alternatively travel agent may use those tickets for future travel until April 2022 (1 free name change / re-routing permitted, but any additional fare and tax will need to be collected).

#### **What happens if the group is already ticketed and flights still operate, and travel agent books a new group but the new fare is lower than original fare?**

- Previous fare will be kept – no option for refund the difference.