



Policy for UK&I Trade and Direct Group bookings ONLY (issued 10.03.21)

In order to assist our UK&I Trade partners on all existing and new, ticketed and un-ticketed Group bookings held for travelling between 13MAR20 – 30NOV21, the following policy has been introduced.

For un-ticketed bookings:

Option 1:

- We allow all bookings to be cancelled up to 30+ days before departure
- We will not generate an ADM for cancellation within the above update window
- Space must be released by 31st October 2021 for the ADM waiver policy to apply

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 call BA Groups to add authorisation for the change.

For ticketed bookings if the new date is known:

- 1 free change permitted within system range
- Allow 1 free name change per passenger
- Re-routing permitted
- Any additional fare & taxes must be collected

For rebooking when the future date is unknown:

- To ensure the original PNR is kept live for future rebooking, a GK sector must be added by entering a date in the future
- All new travel (outbound and return) must be completed within 12months from the original date of outbound travel.
- The future date in the GK sector should be 12 months from the original date of outbound travel, so to match the new travel date requirements as described above.



- If you are unable to enter a GK sector for the future date they need to remark the booking and add the SERVICE REQUEST keyword which will auto queue the PNR to Manchester Groups.
- The process for rebooking this into a LIVE PNR is detailed below

Re-booking process for ticketed groups

- When ready to rebook, create a new group PNR as per the instructions on BATravelTrade.com
- Obtain a quote and confirm the space through the automated groups system as per the instructions on BATraveltrade.com.
- Once confirmed, immediately update the new PNR with both the DEPS RCVD and BAL RCVD keywords.
- Update the new group PNR with the original locator in the remarks field.
- If the new rate is lower than originally ticketed
 - Update remarks with the original rate and enter the SERVICE REQUEST keyword to auto queue to Manchester Groups.
 - The PNR will be adjusted to the original rate.
 - This will enable the original ticket to be re-issued in exchange at zero value.
- If the new rate is the same as originally ticketed
 - Reissue the original ticket in exchange at zero value.
- If the rate is higher than originally ticketed
 - Reissue the original ticket in exchange with the additional collection.
- All TFCC including CIC must be re calculated on the date of reissue and any additional collection must be taken on the reissued ticket.
- All reissued tickets must be issued with the new deal number from the new PNR.
- Update the endorsements with COVID REISSUE, in addition to the mandatory group endorsements.
- Any ticket not reissued at the time of re-booking will be non-refundable.



- Once the original tickets have been re-issued, remove the GK sector from the original PNR.
- All tickets must be reissued within 48 hours of re-booking.

Frequently Asked Questions

Does this policy cover allocations bookings?

Allocations are NOT covered by this policy and an Allocations Policy is with the leadership team for approval and will be shared ASAP

What policy do we have for future bookings where balance remarks are due within the next couple of weeks? Agents at this stage will be unsure of whether they will be allowed to travel. Balance commitment is 5 weeks before travel or 8 weeks before for school groups.

They will have to pay the balance and then if they don't want to travel, they can book for a later date.

Can the deposits be refunded for un-ticketed booking?

We allow un-ticketed bookings for travel **01Aug20-30Nov21** to be cancelled, that means TA can refund deposit taken. No ADM will be generated.

Do we need to cancel ticketed booking in BA drop through as well ?

Is there any entry we need to enter into the BA booking on drop through – especially ticketed ones for rebooking policy.

The agent needs to cancel the live itinerary in the drophru/multi access system. Process to keep the booking live is covered in this policy above.

NEW* What remark does the agent need to add to the PNR and which Queue do they send it to?

Standard group remark is stated in the FAQ (varies by GDS), which will auto queue to relevant department.

What is the policy for groups for travel prior 13 March 2020?

- For any group for travel before 13 March 2020, the fare rules apply, unless your flight was cancelled.
- In such case the issued commercial policy for cancellation would apply.



Will you ensure that no ADMs are generated if I cancel the booking?

- We can arrange ADM waivers for un-ticketed bookings as long as you queue these PNRs to us when you cancel the space.
- We will ensure we remove the PNR from the uptake report, so the ADM is not generated.
- Please ensure you add the remark in the PNR stating the reason for cancellation.

What policy do we have in place for sport event and conference cancellations?

- For any groups travelling between **13Mar20-30Nov21**, please refer to our new group policy.
- For any groups travelling outside this date range, fare rules apply.

How can I process the free 'name change'?

- The agent has to enter a remark detailing which named passenger needs to be changed and enter the service request keyword.
- The keyword varies by GDS. All prompts are available on BA Travel Trade. Example: Amadeus – SRGRPFBA-SERVICE REQUEST
- This will ensure the booking is auto queued to BA team for actioning.
- BA will remove the ticket number for the relevant passenger, update the remarks and advise the agent to change the name and reissue the ticket in exchange.
- No ADM will apply to this policy.

How do I calculate the 12 months ticket validity?

Under this group policy, the 12 months ticket validity is calculated from the date of the first travelled segment on the ticket.

Can I reduce the number of pax in the group as opposed to cancelling.

- Groups size may be amended in line with the current cancellation policy as long as the number of pax remain within the group min size.