

## 标准客户指南

Standard customer guidelines should be used during disruption eg cancellation, delays and schedule changes.

The links below will take you to the standard customer guidelines for different types of disruption:

[Flight cancellations](#)

[Flight delays](#)

[计划变更](#)

[Cabin closures](#)

[Leased aircraft](#)

Sometimes we offer additional flexibility and issue specific rebooking guidelines during disruption. When applicable, these guidelines are linked from the 'Rebooking Guidelines & Policies' section on the [batraveltrade.com homepage](https://www.batraveltrade.com). You can also view archived guidelines if you need to refer back to them.

You should add customer contact details into bookings so we're able to send updates during disruption. [Find out more](#)

Disrupted customers may also be eligible for compensation through EU Regulation 261/2004. [Find out more](#)

## Flight cancellations

The following standard customer guidelines are for rebooking and refunds for a cancelled flight on BA 125 ticketed customers for:

- British Airways / Iberia / British Airways\*codeshare - any route
- American Airlines / Japan Airlines / Finnair - Joint Business or connecting service on a Joint Business booking
- Qatar Airways - Joint Business or connecting service on a Joint Business booking
- Prime any carrier - non Joint Business route

[全部显示](#) | [全部隐藏](#)

- [> Cancelled flights - BA or IB on BA 125 paper:](#) [显示](#)
- [> Cancelled flights - Joint Business AA, AY, JL or CZ on BA 125 paper](#) [显示](#)
- [> Cancelled flights - Joint Business QR on BA 125 paper](#) [显示](#)
- [> Cancelled flights - Codeshare BA\\*EI](#) [显示](#)
- [> Cancelled flights - Codeshare BA\\*LM](#) [显示](#)
- [> Cancelled flights - Codeshare BA\\*VY](#) [显示](#)
- [> Flight cancellations - BA\\*Codeshare](#) [显示](#)
- [> Flight cancellations - Prime other carrier](#) [显示](#)

## Flight delays

The following standard customer guidelines are for rebooking and refunds for delays on the day of departure for:

- British Airways - any route (applicable for any customer regardless of which carrier's ticket they hold)

Delays should be validated through [ba.com Flight Status](#)

**Customers booked on flights operated by other carriers** should contact their operating carrier for rebooking assistance.

**Customers that have already checked in** should not be rebooked until you have [offloaded from the flight](#)  
**Customers that have checked in bags** should not be rebooked and should seek assistance at the airport.

[全部显示](#) | [全部隐藏](#)

[> Delayed shorthaul flights - more than 2 hours](#)

[显示](#)

[> Delayed longhaul flights - more than 5 hours](#)

[显示](#)

## 计划变更

The following standard customer guidelines are for rebooking and refunds for schedule changes for:

- British Airways - any route
- Iberia / American Airlines / Air lingus / Japan Airlines / Finnair - Joint Business or connecting service on a Joint Business booking
- Qatar Airways - Joint Business or connecting service on a Joint Business booking
- British Airways\* codeshare on any carrier - non Joint Business route
- Prime any carrier - non Joint Business route

Guidelines are available for BA-125 ticketed customers on commercial and redemption bookings.

Involuntary options in the event of a schedule change are only available is the total schedule change is greater than 120 minutes from the original flight times. Please note there is an exemption for the following categories:

- Customers doing a same day return trip
- Customers on a cruise booking
- Customers who's booking now has an invalid connection due to the schedule change

For flight cancellations, please look at Standard Customer Guidelines – Flight Cancellations

[全部显示](#) | [全部隐藏](#)

[> Schedule changes - BA](#)

[显示](#)

[> Schedule changes - Atlantic Joint Business / Siberian Joint Business](#)

[显示](#)

[> Schedule changes - Joint Business QR](#)

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[> Schedule changes - BA\\*Codeshare](#)

[显示](#)

[> Schedule changes - Prime other carrier, non Joint Business](#)

[显示](#)

## Cabin closures

These guidelines are to support a booking which has been downgraded to a lower cabin from **First** i.e. First to Club World. **Any other cabin closures will be supported with separate bespoke customer guidelines.**

The below should only be used if **original flight** is still **operating** without original booked cabin. If the **original** flight is **cancelled**, and original booked cabin is not available either because there is no availability or that cabin is not operated on a route, the please see Standard Customer Guidelines -> Flight Cancellations.

BA-125 tickets

Any BA routing

First class cabin downgrade only

Original flight is still operating without original booked cabin

[> Cabin closures - BA](#)

[显示](#)

## Leased aircraft

The following **reactive** standard customer guidelines are for rebooking customers that have been moved to a leased aircraft on any British Airways route for BA 125 ticketed customers:

[> Leased aircraft - BA](#)

[显示](#)