

NOTIFICATION

The following guidelines have been published to assist any customer affected by BA cancellations to/from Buenos Aires (EZE).

Advice for British Airways-125 ticketed customers whose BA flight is still OPERATING.

[Rebook onto](#)
British Airways

[Airports affected to/from:](#)
EZE (Buenos Aires)

[Tickets issued by](#)
12 March 2020

[Ticket travel dates](#)
Up to and including 28 March 2020

[Rebooking Allowance 1](#)

For part-flown customers who want to return as soon as possible

Rebook onto an alternative **British Airways service for travel as early as possible**

Rebook without charge into the same class as original or lowest available in the same cabin

[Rebooking Allowance 2](#)

For customers who want to defer their travel to a later date same routing

Rebook onto an alternative **British Airways service for travel between 29 March and 01 August 2020.**

Waive change fees but ticket will need to be requoted and any difference in fare charged to the customer

[Origin/Destination/Stopover changes](#)

For part-flown customers who want to return as soon as possible

Rebook onto an alternative **British Airways service for travel as early as possible to/from any alternative BA gateway**

Rebook without charge into the same class as original or lowest available in the same cabin

For any change of gateway customer is responsible for any consequential costs to travel from original point, e.g. trains, hotels. Advise the customer and add a remark

[Refunds Allowed](#)

No – but for BA-125 ticketed customers yet to start their journey, the value of the original tickets may be held and used as part payment towards a future booking. This must be redeemed for travel on flights taken within 12 months from the date of the first flight in the original booking

[Redemptions Allowed](#)

YES

[Important Information](#)

One ticket change allowed from the above options.

Includes any connecting BA/Joint Business services on the same ticket.

If changing both outbound and return sectors, travel must be completed by dates specified.

For customers on **cancelled** flights, please follow the standard Customer Handling Guidelines.

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 carrier's Manage My Booking.

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