

# NOTIFICATION

The following guidelines have been published to assist any customer who may wish to change their travel date to/from Prague (PRG).

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

Rebook onto  
British Airways

Airports affected to/from:  
PRG (Prague)

Tickets issued by  
12 March 2020

Ticket travel dates  
Up to and including 12 April 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 13 April 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 TXL, MUC or VIE**

**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 included

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 contact Customer Support.

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