

Updates in red

The following guidelines have been published to assist any customer who may wish to change their travel date to/from the USA.

Advice for British Airways-125 ticketed customers whose BA or AJB (BA* AA/IB/AY) operating services only.

Rebook onto

British Airways or AJB

Airports affected to/from:

All US airports

Tickets issued by

13 March 2020

Ticket travel dates

Up to and including 11 April 2020

Rebooking Allowance

Rebook onto an alternative **British Airways or AJB service for travel between 12 April and 01 August 2020**

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

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

Origin/Destination/Stopover changes

Yes

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.