

## Updates in red

The following guidelines have been published to assist any customer who may wish to change their travel date for Northern Italy.

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

#### Airports affected to/from:

All airports in Italy

#### Tickets issued by

8 March 2020

#### Ticket travel dates

Up to and including 4 April 2020

#### New travel dates

Up to and including 31 May 2020

#### Rebooking Allowance

Rebook into the **same** class as the original flight or **lowest available** in the same cabin.

#### Change of Gateway

**\*For any customer mid-travel urgently requesting to leave or return back to Italy\***

Rebook onto a **British Airways** operated service to/from **ZRH, GVA, GNB, INN, MUC, SZB, ZAG, LYS, NCE and LON (any airport)** into the **same** class as the original flight or **lowest available** in the same cabin.

Advise the customer that British Airways will reimburse them for any public transport (train, express coach, local bus) costs to travel between the new gateway and their original departure/arrival point in Italy. Receipts will be required and send these through the Customer Relations form in ba.com.

**Travel across the border to/from Italy is entirely at the behest of the local Authorities and not the responsibility of British Airways.**

Some customers may require a visa for the new gateway.

Rebook onto other AZ

For **inbound BA-125 customers** departing from any airport in Italy whose BA flight is now CANCELLED, to assist their repatriation rebook onto **Alitalia (AZ)** services

Rebook the **same point of origin and destination** as original BA cancelled flight. If not possible, rebook the closest alternative Italian gateway or rebook onto an AZ internal domestic service to connect with an AZ flight back to London, e.g. LIN-FCO-LHR

Rebook into the lowest available class in the same cabin as original on a flight departing Italy up to and including **30 April 2020**

- Includes Redemptions

- Any connecting flights may be rebooked following JB guidelines

- For any change of gateway customer is responsible for any consequential costs, e.g. trains, hotels. Advise the customer and add a remark

#### Origin/Destination/Stopover changes

Yes – as above

Refunds allowed

**Yes**

Redemptions included

Yes

Important Information

One involuntary 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