

## PRE TICKET SCHEDULE CHANGE/FLIGHT CANCELLATION POLICY

- To be considered case by case basis and recorded on Pre-Schedule Change spreadsheet  
*T:\Flights\Reservations Team\BA Process docs\Queues & Processes\Pre Ticket Manual Schedule Changes – Canx policy*
- Check booking date to follow correct pricing policy
- Applicable for IT/SO/Cruise/Pub bookings for Tour Operators
- **BA operated/marketed ONLY. No codeshares**
- Fare and YQ guaranteed only. Any additional/difference in taxes to be paid by customer
- The history of the PNR shows that for the UN or UN/TK segments then the change has the following BA entry and office ID **RF-REACC BA Q CR-LONBA07BR – LONBA07NW – LONBA07CY**

For bookings which involve any of the below statuses due to schedule change:

- **MINOR:**  
UN/TK OR TK segment = A flight cancellation or time change  
Flights meet connection, or change is under 5 hours (LH) / under 2 hours (SH)

1) For direct affected flights –	
You need to look for the next best available alternative such as dates either side, alternative airport within the same city ( <i>e.g. JFK to EWR, LHR to LGW</i> ) or change from direct BA to indirect BA flights.  Can be rebooked in lowest class same cabin ( <b>BA operated/marketed ONLY/no codeshares</b> ) you can manually build/back date as per pricing policy as an involuntary change.	
2) For indirect flights –	
Same class is available	If agent changes an unaffected flight from the same fare component ( <b>BA operated/marketed ONLY/no codeshares</b> ), and where the same class is available, you can manually build/back date as per pricing policy as an involuntary change.
Same class not available	If the same class isn't available on the unaffected flight any changes will be classed as a voluntary change.
3) Anything over 5 hours we can appeal alternatives to BA Account Manager	

➤ **MAJOR :**

UN flight = A flight cancellation where the airline has not offered an alternative/or offered an unsuitable alternative (e.g change by 24hrs/next day)

\*\*All MAJOR schedule changes should be followed up with a call to the agent and all emails headed up with subject line '*URGENT! \*MAJOR PRE-SCHEDULE CHANGE\* PNR \_\_\_\_\_*'

<b>1) For direct affected flights only –</b>	
<p>You need to look for the next best available alternative such as dates either side, alternative airport within the same city (e.g. JFK to EWR, LHR to LGW) or change from direct BA to indirect BA flights.</p> <p>Can be rebooked in lowest class same cabin (BA operated/marketed ONLY/no codeshares) you can manually build/back date as per pricing policy as an involuntary change.</p>	
<b>2) For indirect flights (changes to affected flights only)–</b>	
For the affected flight only	<p>You need to look for the next best available alternative such as dates either side, alternative airport within the same city.</p> <p>Can be rebooked in lowest class same cabin (BA operated/ marketed ONLY/no codeshares).</p>
<b>3) For indirect flights (changes to unaffected flights) -</b>	
Same class is available	<p>If agent wants to change an unaffected flight from the same fare component you can change a suitable alternative such as airport within the same city, (<u>was</u> GLA-LHR-LAX, <u>now</u> GLA-LGW-LHR-LAX <u>or</u> GLA -LGW-LAX <u>or</u> EDI-LHR-LAX) and where the same class is available you can manually build/back date as per pricing policy.</p>
Same class not available	<p>If the same class isn't available on the unaffected flight, as long as the new suitable alternative (Point to Point) is on the original day of departure, you can manually build/back date as per pricing policy.</p>
<p><b>4) For anything else <u>or</u> if the agent wishes to amend the duration due to the above changes (and fare increases due to priced as voluntary change) appeal alternatives to BA Account Manager</b></p>	

➤ **DOWNGRADES**

**1) For any other or complex scenario, appeal with BA Trade Support first then if required appeal alternatives to BA Account Manager**

➤ **Misconnections**

<b>1) For indirect affected flights only –</b>	
You can offer an alternative through-flight option to re-protect the whole fare component <i>(Fare component consists of flights making up an outbound <u>or</u> an inbound. For example the following 2 flights make up the whole inbound fare component = SFO-LHR/LHR-MAN).</i>	
Rebooked for the same date:	<p>You can offer an alternative connecting flight to re-protect the fare component (whether that be changing the first or second flight within the fare component). For example, if you cannot get the same ‘via-point’ or ‘airport’ you can offer the best available alternative airport within the same city <i>(e.g. JFK to EWR, LHR to LGW)</i>.</p> <p>Can be rebooked in lowest class same cabin (<b>BA operated/ marketed ONLY/no codeshares</b>) you can manually build/back date as per pricing policy as an involuntary change.</p>
Rebooked for different date:	<p>If there are no same day alternatives available, offer the next best available alternative such as dates either side, alternative airport within the same city <i>(e.g. JFK to EWR, LHR to LGW)</i> or direct BA flights.</p> <p>Can be rebooked in lowest class same cabin (<b>BA operated/ marketed ONLY/no codeshares</b>) you can manually build/back date as per pricing policy as an involuntary change.</p>
<b>2) For any other or complex scenario, appeal alternatives to BA Account Manager</b>	

## PRICING POLICY

### Bookings made before 24<sup>th</sup> April

No change	Fare (level and conditions) and Carrier Imposed Charge levels as <b>at time of original booking</b>
Change to the outbound domestic sector(s) (of international journey), or change to the inbound sector(s)	Fare (level and conditions) and Carrier Imposed Charge levels as <b>at time of original booking</b>
Change to the outbound international sector(s)	Fare (level and conditions) and Carrier Imposed Charge levels as <b>at time of change</b>

### Bookings made on or after 24<sup>th</sup> April

No change	Fare (level and conditions) and Carrier Imposed Charge levels as <b>at time of original booking</b>
Any change	Fare (level and conditions) and Carrier Imposed Charge levels as <b>at time of change</b>

- **If the booking can be priced as per pricing policy at the original cost** this can be updated on the website and there will be no further action or reProtection remarks required  
(remember to update website pricing date pencil correctly)
- **If the booking requires reProtection and manual build**, store in the original fare/YQ into the TST and advise agent of difference in any taxes. If the same route is used you will TTU flights into original TST. If a different route is used you will force in published fare basis and manually build to update original fare/YQ and new taxes accordingly. This can then be updated on the website as Book Read Only and an offline booking confirmation sent.
- **Add OSI remarks** to confirm where a deposit and full commitment is part of the contract and reflected in the PNR (for example OSBA DEPOSITS AND CONTRACTS EXCHANGED ON \*CREATION DATE\*)

#### **Additional Information:**

Audit will confirm from the ticket sales data that this is an TO booking.

If any rebooking and subsequent ticketing is found to have been undertaken which does not meet the criteria above the Agent will receive an ADM.