

As all CA/ZH flights to and from London Heathrow Airport (LHR) have now been affected today on 21 March 2025 (Friday) due to the recent fire incident, passengers can have their tickets reissued or refund FOC if they were supposed to be travelling on any of the 6 flights below and if there are also IRR signs shown on the relevant flight segments.

CA938/21MAR/LHRPEK (With schedule change and please refer to the latest updates from Air China)

CA856/21MAR/LHRPEK (With schedule change and please refer to the latest updates from Air China)

ZH888/21MAR/LHRSZX (With schedule change and please refer to the latest updates from Air China)

CA937/21MAR/PEKLHR (With schedule change and please refer to the latest updates from Air China)

CA855/21MAR/PEKLHR (With schedule change and please refer to the latest updates from Air China)

ZH887/21MAR/SZXLHR (With schedule change and please refer to the latest updates from Air China)

We are currently still unclear about the CA/ZH flights status to and from London Heathrow Airport (LHR) tomorrow on 22 March 2025 (Saturday), please refer to latest schedule change updates announced by CA/ZH.

At the moment all flights have been suspended at London Heathrow Airport (LHR), and all further flight changes are subject to CA's and ZH's announcements.

To reissue FOC:

Please see below rules on rebooking CA/ZH flights due to this fire incident at London Heathrow Airport (LHR) on 999/479 tickets:

For Ticketed PNRs only:

Flights should be rebooked in the same booking subclass as per the original tickets.

If the same booking subclass is not available, please kindly rebook the lowest available subclass within the same cabin.

If the new offered flights are no longer connecting or meeting the minimum connecting time, flights can be rebooked +/- 5 days from the original travel date.

New flights must be rebooked on CA/ZH flights only and to the same final destinations.

Tickets to be reissued with endorsement "INVOL REISS FLIGHT NUMBER/DATE DUE TO LHR CLOSURE ON FIRE"

Note: Please update FLIGHT NUMBER/DATE accordingly otherwise you will get an ADM.

To refund FOC:

Please see below rules on refunding CA/ZH flights due to this fire incident at London Heathrow Airport (LHR) on 999/479 tickets:

You can go ahead and process refunds only on the unused segments on the same tickets/same conjunction tickets on your GDS.

Please process refunds for such through your GDS and put "INVOL RFND DUE FLIGHT NUMBER/DATE DUE TO LHR CLOSURE ON FIRE" as reason for the refunds.

Note: Please update FLIGHT NUMBER/DATE accordingly otherwise your refunds will be rejected.