

India lockdown - call centre update

Dear travel partner,

Our call centre in Delhi has been impacted by the Indian government shut down that came into force on Sunday evening (22 March) in relation to the Covid 19 crisis. We are currently working through our contingency plans, however this is having a big impact on call waiting times, for which we're truly sorry.

So at this time, we are asking you to only phone us with **bookings that are due to travel within the next 72 hours**. This is hard for us, and we know it's very frustrating for you. We really appreciate your patience and understanding at this time.

We will be updating the very latest situation on [batraveltrade.com](https://www.batraveltrade.com), so please continue to check online for more information.

Summary

We have issued a new commercial policy to alleviate some of the uncertainty in the travel market and provide more confidence to continue booking.

For **new bookings** made on all British Airways marketed fares, all routes and all points of sale, we will **waive the normal change fees to allow date changes** for any new date, up to 12 months from original date of departure. In addition these bookings can be exchanged for a **voucher of the same value** valid for future flights taken within 12 months from original date of departure.

The change fee will be waived at time of re-pricing/reissue for any tickets sold between 3-31 March.

The fare rules under 'Penalties' (Paragraph 16) will still mention changes allowed for a fee or, in some instances, changes not allowed in the free format text.

The fare rules under 'Voluntary Changes' (Paragraph 31) have been updated to waive the change fee when repricing and subsequently re-issuing a ticket. No charge will be applied except for any difference in fare if due.

At the time of booking, NDC API's will show the original applicable change fee which can be ignored, as they will be superseded by the new temporary fee waiver.

More information

Terms & Conditions:

1. This offer applies for new bookings only, made from Tuesday 3 March 2020 to Tuesday 31 March 2020
2. Travel on British Airways marketed fares only
3. Excluding franchise airlines (Comair and Sun-Air)
4. Bookings made on BA tickets only
5. Any fare difference between existing booking and new booking must be paid
6. No cancellations or full refunds unless fare rules allow so
7. No shows are not permitted and renders the ticket valueless, except for refundable taxes/fees
8. The original value is not refundable unless allowed per the original fare rules
9. New booking would have to be for the same customer(s), i.e. no name change
10. Applies for customers booked to travel up to 31 December 2020
11. Voucher can be used as part payment towards a future booking. It must be redeemed for travel on flights taken within 12 months from the date of the first flight in your original booking

British Airways
Book with confidence - update 2

Dear Travel Partner

These are exceptional times for our industry and the entire British Airways sales team is here to support you as we continue to adapt to the evolving global situation. We have updated several of our products and policies to help meet changing travel needs.

New flexibility for existing bookings

For all bookings made on or before 13th March 2020 for departure up to 31st May 2020, there are two new flexibility options:

Change to a new flight with no change fee

Exchange your ticket for a credit worth the full value of the original ticket

Extended 'Book with Confidence' policy for new bookings

We've extended our 'Book with Confidence' policy, which waives change fees for all new bookings from 3 March to 31 May.

Details about these policies and T&Cs can be found at batraveltrade.com. Please note, for bookings made via NDC, servicing options may vary, please see the attached FAQ for further details. Group bookings are covered by separate T&Cs and any updates will be communicated separately.

New special one-way fares in World Traveller

We have introduced a special one-way fare for travel between the UK/Europe and the US to help our customers who need to travel at short notice. These fares are valid for travel until 22nd March 2020.

Now more than ever, it is vital that we work together to support each other.

The entire British Airways Sales team is committed to doing everything we can to be helpful. If you have any further questions or feedback, please contact your account manager.

Thank you for your ongoing partnership.

All the best,

Mark Muren

Head of Global Sales
British Airways

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