

Contact centre update

Due to restrictions imposed in some countries, we have closed several customer support centres across our global network and reduced opening times elsewhere. As a result, you may experience longer than usual waiting times as our teams respond to high call volumes.

To help us prioritise urgent cases, please only call us if your enquiry is related to travel within the next 72 hours. You can find information on how to change the date of travel or destination or receive credit on [batraveltrade.com](https://www.batraveltrade.com).

If your customer did not check in, you can request a refund at any point up to 12 months after the start date of their journey so please delay your call if you can. Due to the unprecedented number of enquiries there is a delay with Refund requests and Customer Relation enquiries. We can assure you these are being worked through so please allow us plenty of time to work through these.

Please do not call our direct customer lines as the team will be unable to help, so will ask you to call the Trade Support number.

We are regularly updating [batraveltrade.com](https://www.batraveltrade.com) with the latest information, so please keep checking online.

Thank you for your patience and understanding during this difficult time.

Regards,

British Airways

Book with Confidence in NDC



Dear Valued Travel Partner,

As we continue to adapt to the current global situation, we have implemented some changes to support you in this period of significant servicing activity, allowing you to take advantage of our NDC New flexibility for existing Bookings & Book with Confidence for new Bookings Policies:

New flexibility for existing NDC Bookings - applies to ticketed bookings made at any time, for travel between 14 March 2020 and 31 May 2020.

Book with Confidence for new NDC Bookings - applies to ticketed bookings made between 3 March 2020 and 31 May 2020 for travel until 31 December 2020.

Please find below some FAQ's that may help with some initial queries:

Frequently Asked Questions:

Can my customer change their booking to a new date (but the same destination) where change fees have been waived?

Yes, there is a solution in NDC where British Airways have added dynamic waiver codes to the bookings behind the scenes, which enables the reshopping to proceed without change fees being applied, and agents can do this themselves. However,

- a) Customers will still have to pay the difference in fare
- b) For your information, the change fee in NDC will show as 0.

How can my customer get a refund on a flight that has not been disrupted?

The agent can service this request through NDC as per the normal fare rules.

How can my customer get a refund where their flight has been disrupted?

To initiate this, the agent must complete this [Webform](#).

My customer wants to keep their booking but is not ready to rebook. What can they do?

- a. The value of the original ticket number can be used as full or part payment towards a future booking
- b. The passenger and/or the agent needs to keep their ticket number safe for the value to be transferred to a new booking/PNR in the future
- c. To initiate this, the agent must complete this [Webform](#)
- d. All subsequent servicing after this transaction must be managed through the Global Call Centre and cannot be done through the NDC API's.

My customer wants to reroute, what can I do?

The agent must call the Global Call Centre.

For more information and details please visit [BA Travel Trade](#)

Thank you for your ongoing support and partnership.

Warm Regards

British Airways Distribution Team

