



## New webforms for COVID-19 queries

Our contact centres are experiencing high volumes of calls due to the current global situation.

In an effort to reduce call waiting times and answer your queries efficiently, we have introduced a [COVID-19 webform](#) for bookings on British Airways and Iberia. Please use the webform for **all queries** and only call our contact centres for flights departing within 72 hours.

Ensure you complete the webform in English and once submitted, you will receive an automated email with a unique reference number. You should receive a response to your query within 48 hours.

We also have a separate [NDC COVID-19 webform](#) to request NDC refunds or credit/vouchers. Once submitted, you will receive an acknowledgement email and we will contact you again once we have processed your request.

Thank you for your ongoing support and partnership.

Regards,  
British Airways

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