

Coronavirus - British Airways onto Qatar flights

Answer Id 8181 | Updated 14/05/2020 12.10 PM (BST)

Summary

The REACTIVE guidelines below have been published to assist any customer affected by the Coronavirus cancellations for British Airways services.

More information

Update 2 - 14 May 2020 at 1115 hours (UK time)

Advice for British Airways-125 ticketed customers whose BA flight is now CANCELLED

Rebook onto	Qatar Airways
Routes/Airports affected	To/From Any cancelled British Airways service where QR also operate the route via DOH, e.g. SYD-LHR rebook onto SYD-DOH-LHR
Tickets issued by	Ticket needs to have been issued prior to flight cancellation
Ticket travel dates	29 March – 30 June 2020
New travel dates	Up to and including 30 June 2020
Rebooking Allowance on QR	Rebook onto Qatar Airways (QR) between the same point of origin and destination via Doha (DOH) Rebook into the lowest available class in the same cabin <ul style="list-style-type: none">• Must add OS QR INVOL REROUTE DUE BA CANX PER BA/QR AGREEMENT Add OS QR customer contact number Use the lowest class available If the same cabin is not available downgrade into lower cabin

	<p>Do not involuntary upgrade</p> <p>For the Joint Business trunk route between DOH and LHR v.v. then rebook BA if operating</p>
Available for Redemptions	No
Important Information	<p>Advise customers that schedules are subject to change at any time, we recommend they keep checking the operating carrier’s latest flight status and also add their contact details through the operating carriers Manage My Booking</p> <p>one ticket change allowed from the above options</p> <p>Includes any connecting BA/Joint Business services on the same ticket</p> <p>If changing both outbound and return sectors, travel must be completed by dates specified</p> <ul style="list-style-type: none"> • For rebook onto BA or refund options - use standard customer guidelines and Coronavirus Principal Guidelines <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time</p>

Update 1 - 30 March 2020 at 1500 hours (UK time)

Advice for British Airways-125 ticketed customers whose BA flight is now CANCELLED

Rebook onto	Qatar Airways
Routes/Airports affected	<p>To/From</p> <p>Any cancelled British Airways service where QR also operate the route via DOH, e.g. SYD-LHR rebook onto SYD-DOH-LHR</p>
Tickets issued by	28 March 2020
Ticket travel dates	29 March – 30 June 2020
New travel dates	Up to and including 30 June 2020

Rebooking Allowance on QR	Rebook onto Qatar Airways (QR) between the same point of origin and destination via Doha (DOH) Rebook into the lowest available class in the same cabin Must add OS QR INVOL REROUTE DUE BA CANX PER BA/QR AGREEMENT Add OS QR customer contact number Use the lowest class available If the same cabin is not available downgrade into lower cabin Do not involuntary upgrade For the Joint Business trunk route between DOH and LHR vice versa then rebook BA if operating
Available for Redemptions	No
Important Information	Advise customers that schedules are subject to change at any time, we recommend they keep checking the operating carrier’s latest flight status and also add their contact details through the operating carriers Manage My Booking one ticket change allowed from the above options Includes any connecting BA/Joint Business services on the same ticket If changing both outbound and return sectors, travel must be completed by dates specified For rebook onto BA or refund options - Coronavirus Principal Guidelines Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time