

# Coronavirus - Principal Customer Guidelines

Answer Id 8166 | Updated 26/05/2020 02.09 PM (BST)

## Summary

Due to restrictions being imposed by many countries and a significant volume of flight cancellations, please use the **principal guidelines below** for rebooking and refunding customers.

Separate rebooking guidelines are available for travel to/from some countries. [Find out more](#)

## More information

### Coronavirus country restrictions/cancellations - Update 5 - 26 May 2020 at 1417 hours (UK)

**Guideline 3) added to support customers who are mid-journey and want to return to the UK early prior to the introduction of the quarantine restrictions for arrivals into UK from 8 June 2020.**

### Advice for BA-125 customers who are mid-journey and whose BA flight is still OPERATING

<b>Rebook onto</b>	<b>British Airways</b>
<b>Airports/Flights affected</b>	<b>Any BA operating flight operating to the UK only</b>
<b>Tickets issued by</b>	<b>Up to and including 23 May 2020</b>
<b>Ticket travel dates</b>	<b>Between 8 Jun 2020 and 28 Jun 2020 inclusive</b>
<b>New travel dates</b>	<b>Between 27 May 2020 and 7 Jun 2020 inclusive</b>
<b>Rebooking Allowance</b>	Allow customer to bring return journey back to UK forward prior to introduction of UK quarantine regulations. Rebook into the <b>same</b> class as the original flight or <b>lowest available</b> in the same cabin
<b>Origin/Destination/Stopover changes</b>	No
<b>Refunds Allowed</b>	Yes – as per fare rules
<b>Redemptions included</b>	Yes
<b>Available for Trade</b>	Yes
<b>Important Information</b>	One ticket change allowed from the above options Includes any connecting BA/Joint Business services on the same ticket Only applicable to return journey back to UK, no changes allowed to outbound journey. For customers on <b>cancelled</b> flights, please follow the <a href="#">standard customer guidelines</a> <ul style="list-style-type: none"><li>Adherence to commercial policies/conditions of carriage guidelines remains entirely the</li></ul>

responsibility of the user. BA reserves the right to withdraw guidelines at any time

**Coronavirus country restrictions/cancellations - Update 4 - 21 May 2020 at 1517 hours (UK)**

We're using the following cancellation codes in the booking, **COMN**, **OPEN** and **COVN**. If you see these in a PNR then you can apply the **Principal Coronavirus Guideline**.

**Guideline 1)**

**Advice for BA-125 ticketed customers whose BA flight is CANCELLED**

<b>Airports/Flights affected</b>	<b>Any BA flight cancelled due to Coronavirus restrictions</b>
<b>Tickets issued by</b>	<b>Ticket needs to have been issued prior to flight cancellation</b>
<b>New travel dates</b>	<b>Up to ticket validity</b>
<b>Rebooking Allowance</b>	Rebook onto a <b>British Airways</b> operated service on the same routing into the <b>same class as the original flight or lowest available</b> in the same cabin
<b>Defer Booking</b>	For BA-125 ticketed customers yet to start their journey use the <a href="#">Booking with Confidence</a> voucher policy
<b>Origin/Destination/Stopover changes</b>	<b>Yes</b> – as per <a href="#">standard customer guidelines</a> Or use the <a href="#">Booking with Confidence</a> voucher policy
<b>Refunds Allowed</b>	<b>Yes</b> – as per <a href="#">standard customer guidelines</a>
<b>Redemptions included</b>	<b>Yes</b>
<b>Important Information</b>	Entry or transit restrictions and scheduled services may change at any time one involuntary ticket change allowed from the above options BA operated connecting flights may be rebooked under these guidelines Customers with other carrier connections on the same ticket involuntary rebook following the standard Conditions of Carriage Terms and conditions from original ticket apply for any voluntary changes 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
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**Guideline 2)**

**Advice for BA-125 customers whose BA flight is still OPERATING**

<b>Airports/Flights affected</b>	Any BA flight to a destination with entry restrictions due to the Coronavirus
<b>Tickets issued by</b>	For BA-125 ticketed customers yet to start their journey use the <a href="#">Booking with Confidence</a> voucher policy

Please add keywords or endorsements to the booking if they have been mentioned below.

[Coronavirus country restrictions/cancellations - Update 3 - 28 April 2020 at 0850 hours \(UK\)](#)

**Advice for BA-125 ticketed customers whose BA flight is CANCELLED**

<b>Airports/Flights affected</b>	Any BA flight cancelled due to Coronavirus restrictions
<b>Tickets issued by</b>	Ticket needs to have been issued prior to flight cancellation
<b>New travel dates</b>	<b>Up to ticket validity</b>
<b>Rebooking Allowance</b>	Rebook onto a <b>British Airways</b> operated service on the same routing into the <b>same class as the original flight or lowest available</b> in the same cabin
<b>Defer Booking</b>	For BA-125 ticketed customers yet to start their journey use <a href="#">Booking with Confidence</a> voucher policy
<b>Origin/Destination/Stopover changes</b>	<b>Yes</b> – as per Conditions of Carriage <b>Or use <a href="#">Booking with Confidence</a> voucher policy</b>
<b>Refunds Allowed</b>	<b>Yes</b> – as per <a href="#">standard customer guidelines</a>
<b>Redemptions included</b>	<b>Yes</b>
<b>Important Information</b>	Entry or transit restrictions and scheduled services may change at any time one involuntary ticket change allowed from the above options BA operated connecting flights may be rebooked under these guidelines Customers with other carrier connections on

the same ticket involuntary rebook following the standard Conditions of Carriage  
Terms and conditions from original ticket apply for any voluntary changes  
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

**Advice for BA-125 customers whose BA flight is still OPERATING**

Airports/Flights affected	Any BA flight to a destination with entry restrictions due to the Coronavirus
Tickets issued by	For BA-125 ticketed customers yet to start their journey use <a href="#">Booking with Confidence</a> voucher policy