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Coronavirus - Principal Customer Guidelines

Answer Id 8166 | Updated 22/06/2020 02.53 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

Rebook onto	British Airways
Airports/Flights affected	Any BA operating flight operating to the UK only
Tickets issued by	Up to and including 23 May 2020
Ticket travel dates	Between 8 Jun 2020 and 28 Jun 2020 inclusive
New travel dates	Between 27 May 2020 and 7 Jun 2020 inclusive
Rebooking Allowance	Allow customer to bring return journey back to UK forward prior to introduction of UK quarantine regulations. Rebook into the same class as the original flight or lowest available in the same cabin
Origin/Destination/Stopover changes	No
Refunds Allowed	Yes – as per fare rules
Redemptions included	Yes
Available for Trade	Yes
Important Information	<ul style="list-style-type: none"> 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 cancelled flights, please follow the standard customer guidelines <ul style="list-style-type: none"> 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

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**

Airports/Flights affected	Any BA flight cancelled due to Coronavirus restrictions
Tickets issued by	Ticket needs to have been issued prior to flight cancellation
New travel dates	Up to ticket validity
Rebooking Allowance	Rebook onto a British Airways operated service on the same routing into the same class as the original flight or lowest available in the same cabin
Defer Booking	For BA-125 ticketed customers yet to start their journey use the Booking with Confidence voucher policy
Origin/Destination/Stopover changes	Yes – as per standard customer guidelines Or use the Booking with Confidence voucher policy
Refunds Allowed	Yes – as per standard customer guidelines
Redemptions included	Yes
Important Information	<ul style="list-style-type: none"> • 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

Guideline 2)**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 the Booking with Confidence 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

Airports/Flights affected	Any BA flight cancelled due to Coronavirus restrictions
Tickets issued by	Ticket needs to have been issued prior to flight cancellation
New travel dates	Up to ticket validity
Rebooking Allowance	Rebook onto a British Airways operated service on the same routing into the same class as the original flight or lowest available in the same cabin
Defer Booking	For BA-125 ticketed customers yet to start their journey use Booking with Confidence voucher policy
Origin/Destination/Stopover changes	Yes – as per Conditions of Carriage

	Or use Booking with Confidence voucher policy
Refunds Allowed	Yes – as per standard customer guidelines
Redemptions included	Yes
Important Information	<ul style="list-style-type: none"> • 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 Booking with Confidence voucher policy

Coronavirus country restrictions/cancellations - Update 2 - 25 March 2020 at 1140 hours (UK)

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

Airports/Flights affected	Any BA flight cancelled due to Coronavirus restrictions
Tickets issued by	Ticket needs to have been issued prior to flight cancellation
New travel dates	Up to 01 August 2020
Rebooking Allowance	Rebook onto a British Airways operated service on the same routing into the same class as the original flight or lowest available in the same cabin
Defer Booking	For BA-125 ticketed customers yet to start their journey the value of the original tickets may be held and used as part payment towards a future booking. This must be redeemed for travel on flights taken within 12 months from the date of the first flight in the original booking (see separate instructions for Booking with Confidence and ensure you add OSI BA BWC COVID19 into the booking)
Origin/Destination/Stopover changes	<p>Yes – as per standard customer guidelines</p> <p>For Europe – rebook onto any alternative European BA gateway</p> <p>For S. America – rebook to any alternative S. America gateway</p> <p>For N. America – rebook to any alternative N. American Joint Business gateway</p> <p>For Caribbean – rebook to any alternative Caribbean BA gateway</p> <p>For India – rebook to any alternative Indian gateway</p> <p>For Far East – rebook to any alternative Far Eastern BA gateway</p> <p>For S. Africa – rebook onto any S. African BA gateway</p> <p>For Saudi Arabia - rebook onto any BA gateway within the country</p>

	Entry/Transit restrictions in neighbouring countries may change at any time
Refunds Allowed	Yes - refund as normal in your GDS to original form of payment – as per standard customer guidelines
Redemptions included	Yes
Important Information	<ul style="list-style-type: none"> • 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 customer guidelines • 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	Ticket needs to have been issued before entry restriction imposed Add a remark into the booking
Ticket travel dates	Up to and including 30 April 2020
Rebooking Allowance (1)	For customer mid-travel who want to return as soon as possible Rebook onto a British Airways operated service departing within the next 3 days , on the same routing into the same class as the original flight or lowest available in the same cabin
Rebooking Allowance (2)	For any customer mid-travel or un-flown who wants to change their travel date any time Rebook onto an alternative British Airways operated service on the same routing up to 01 August 2020 . Waive change fees but ticket will need to be requoted and any difference in fare charged to the customer
Origin/Destination/Stopover changes	Yes – immediately use the value of the original ticket to rebook to an alternative destination for travel up to 01 August 2020 . Waive change fees but ticket will need to be requoted and any difference in fare charged to the customer. For any change of gateway customer is responsible for any consequential costs to travel from original point e.g. trains, hotels. Advise customer and add a remark
Refunds Allowed	No – but for 125 ticketed customers yet to start their journey the value of the original tickets may be held and used as part payment towards a future booking. This must be redeemed for travel on flights taken within 12 months from the date of the first flight in the original booking (see separate instructions for Booking with Confidence and ensure you add OSI BA BWC COVID19 into the booking)
Redemptions included	Yes
Important Information	<ul style="list-style-type: none"> • Entry or transit restrictions and scheduled

	<p>services may change at any time</p> <ul style="list-style-type: none"> • Must add a remark into the booking that entry restrictions have been checked and verified • one 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 into the same class as original • 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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Coronavirus country restrictions/cancellations - Update 1 - 15 March 2020 at 1125 hours (UK)

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

Airports/Flights affected	Any BA flight cancelled due to Coronavirus restrictions
Tickets issued by	Ticket needs to have been issued prior to flight cancellation
New travel dates	Up to 01 August 2020
Rebooking Allowance	Rebook onto a British Airways operated service on the same routing into the same class as the original flight or lowest available in the same cabin
Origin/Destination/Stopover changes	Yes – as per standard customer guidelines
Refunds Allowed	Yes – as per standard customer guidelines
Redemptions included	Yes
Important Information	<ul style="list-style-type: none"> • 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 customer guidelines • 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	Ticket needs to have been issued before entry restriction imposed Add a remark into the booking
Ticket travel dates	Flight arrives within the next 30 days
New travel dates	Up to 01 August 2020
Rebooking Allowance	For customers who want to defer their travel to a later date same routing: Rebook onto an alternative British Airways operated service on the same routing. Waive

	change fees but ticket will need to be requested and any difference in fare charged to the customer
Origin/Destination/Stopover changes	Yes – immediately use the value of the original ticket to rebook to an alternative destination for travel up to 01 August 2020. Waive change fees but ticket will need to be requested and any difference in fare charged to the customer. For any change of gateway customer is responsible for any consequential costs to travel from original point e.g. trains, hotels. Advise customer and add a remark
Refunds Allowed	No – but for 125 ticketed customers yet to start their journey the value of the original tickets may be held and used as part payment towards a future booking. This must be redeemed for travel on flights taken within 12 months from the date of the first flight in the original booking (see separate instructions for Booking with Confidence)
Redemptions included	Yes
Important Information	<ul style="list-style-type: none"> • Must add a remark into the booking that entry restrictions have been checked and verified • 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 into the same class as original • 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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