



Book with Confidence & Flexibility for existing bookings

Trade NDC Policy v6 22nd July 2020 (updates in red)

We fully understand that many of our joint customers may want to change their travel plans given the evolving situation, so we have put a number of measures in place so that they can book with confidence on British Airways.

Customers whose flights are still operating are able to make the most of this flexible policy.

This policy is applicable to all customers which includes Trade Partners and Corporate customers.

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When does this apply?

- Existing bookings ticketed before 3rd March 2020, for travel (outbound or inbound) between 14th March 2020 and **30th September 2020**.
- New ticketed bookings made between 3rd March 2020 and 31st August 2020 for travel completed (both outbound and inbound) by 30th April 2021
- These conditions apply to tickets issued on British Airways (125), for any carrier routing
- Rebooking with credit valid for travel (outbound & inbound) by 30th April 2022 or EMD (RSVT) for future travel valid on any flight and fare sold via NDC including:
 - BA through fares and/or marketed routes
 - Combined BA routing with SJB, AJB, Qatar JB
 - IAG partner fares
 - SJB, AJB, Qatar JB and IAG partner routes/fares
 - BA*MN (Comair) operated flights, either domestic within Africa or in connection with a BA operated mainline flight
 - BA routings which includes Sunair, only if the routing is in connection to/from a BA mainline flight
- Other carriers issued tickets may have different rules

When would this policy not be permitted?

- Group fares as covered under different T&Cs. Please contact BA Group Travel for any updates
- Tour Operators and VFR un-ticketed bookings since Booking with Confidence terms and conditions are applied at time of ticketing.
- Voluntary cancellations made prior to our **existing bookings** policy being issued on 13th March 2020
- Voluntary cancellations made prior to our **new ticketed bookings** policy being issued on 3rd March 2020.

What flexibility does the policy permit?

- **Date & routing (origin & destination) changes regardless of whether travel has commenced.** If new fare and taxes are higher, the customer will need to pay the difference. If the new fare and taxes are lower, an EMD must be issued for the difference which can then be used as part payment for further travel
 - Associated ancillaries to the original ticket will be carried forward to the new travel dates with the exception of any prepaid excess baggage (XBAG) which must be refunded as non-transferrable. Customer will need to purchase XBAG online if still required
- **Waiver of change fee**
 - NDC applies fare rules at time of ticketing or re-issuance.



- For new ticketed bookings made between 3rd March – 31st August 2020, the change fee penalty has been removed from our fare rules.
- For re-issued bookings between 3rd March – 31st August 2020, the change fee penalty has been removed from our fare rules.
- Post 31st August 2020 standard fare rules apply
- Existing ticketed bookings made prior to 3rd March. British Airways will automatically waive the change fee. Afterwards the above rule applies.
- **The ability to retain the unused value of their ticket towards future travel as credit.**
New travel must be completed (outbound & inbound) by 30th April 2022.
 - The total value is carried forward. This includes the fare, taxes, fees & charges which appear on the original ticket
 - Customers opting for 'credit' are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non refundable
 - Confirmation of opting for 'credit' applies once the COVID webform is completed
 - The customer must retain their ticket number and quote this when they are ready to make a new booking
 - Any associated pre-paid bags and meals (ancillaries) will be refunded to the original form of payment. For pre-paid seats the original value will remain associated to the booking. Seats must be re-booked for the new flights. Additional collection maybe required depending on new seat category

My customer is ready to make a change to a new date but same routing, how do I proceed?

- Change booking is fully supported in British Airways NDC. All flexible fare rules are automatically applied
- If the new ticket value is less than the original fare purchased, a non-refundable residual value EMD will be issued for the fare difference. The EMD will be returned in the OrderView response. Detailed documentation on how to identify the EMD will be provided in the NDC helpdesk shortly.
- If the new itinerary results in a higher fare than the original fare purchased, then NDC will collect the fare difference
- For any associated ancillaries, the EMD will be transferred to the new flight. You will need to rebook the ancillary (within the same category) to avoid additional charges. (Exclusions apply. Please visit NDC.BA.com for further information)

My customer is ready to make a change to their routing, how do I proceed?

- Please call the NDC Trade Support Line for any other routing changes

My customer is not ready to make a change yet, how do I proceed?

- The value of the original ticket number can be used as full or part payment towards a future booking which is non-refundable
- **It is important that the customer is advised to retain their ticket number** for future use. New travel must be completed (outbound & inbound) by 30th April 2022. Customer should also be advised that they must return to their original issuing agent to use the future travel credit. Refunds not permitted.
- To initiate this credit, the agent must complete this webform
 - <https://www.ba-agent.com/covid-19/>
- Any associated ancillaries will need to be reassigned when the customer is ready to book
- Work is underway to implement this functionality in NDC. We will update this guide shortly.

My customer is ready to use their credit for future travel, how do I proceed?

- Create & price a new PNR (This can be done by following the normal booking flow without providing any form of payment in the OrderCreate API)
- If the booking is for travel with 72hrs, has an instant purchase fare or requires same day ticketing, please call our local Trade Support office
- For all other bookings, a new webform has been developed and is available through both the NDC Comms Hub and [batraveltrade.com](https://www.batraveltrade.com) - <https://ndc.ba.com/forms/ndccredit>
 - It is the responsibility of the IATA agent to complete this form
 - This form must be submitted the same day the booking is made to enable us to complete the ticketing within time limit.

Can the credit for future travel be used for other people?

- One free name change is permitted to your existing or new Corporate accounts and On Business bookings. Please see 'Name change flexibility for Corporate and On Business travellers policy' for terms & conditions including process.
- For all other travellers, name changes are not permitted however, the people in the original booking do not need to travel together. Each person in the original booking will have had their own ticket number which can be used jointly or separately against a new booking.

How can my customer hold their ticket as future credit where the flight has been disrupted under Covid-19?

- Please complete the webform for any impacted bookings
 - <https://www.ba-agent.com/covid-19/>