



**Book with Confidence & Flexibility for existing bookings**  
**Trade NDC Policy v9 30<sup>th</sup> September 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.

**\*\*NEW Credit Voucher\*\***

Our current policy which allows travellers to retain the value of their unused ticket as credit, has been enhanced with a phased introduction of a new credit E-voucher (EMD-CDET).

This new enhancement will convert existing tickets into credit E-vouchers, which can be redeemed via our API, simplifying the rebooking process for you.

Issuance of unused tickets as credit vouchers will remain unchanged and can be requested via our API or via the NDC Issuance webform. The conversion to these ticket credit vouchers to E-Vouchers (EMD CDET) will be applied as separate step based on eligibility criteria.

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## When does this apply?

- Existing bookings ticketed before 3<sup>rd</sup> March 2020, for travel (outbound or inbound) between 14<sup>th</sup> March 2020 and **31<sup>st</sup> October 2020**
- New ticketed bookings made between 3<sup>rd</sup> March 2020 and **13<sup>th</sup> October 2020** for travel completed (both outbound and inbound) by 31<sup>st</sup> August 2021.
- These conditions apply to tickets issued on British Airways (125), for any carrier routing
- Rebooking with credit valid for travel (outbound & inbound) by 30<sup>th</sup> 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 13<sup>th</sup> March 2020
- Voluntary cancellations made prior to our **new ticketed bookings** policy being issued on 3<sup>rd</sup> 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**

ATPCo has designed a solution called 'Emergency Flexibility for Voluntary Changes and Refunds'. This allows airlines to apply more flexible changes and/or refund conditions to the original fare rules which, at time of ticket issuance, would have been more restricted.



Although airlines fare rules will still display the original fare rule conditions in the GDS, the more flexible conditions will be applied provided the ticket presented for change or refund falls within the airlines' flexible policy.

BA has implemented the Emergency Flexibility solution to all our fare products, published and private. This will improve efficiencies in terms of servicing using the GDS Automated Changes functionality

This solution does not extend to refund conditions which are as per the original ticketed fare

- **The ability to retain the unused value of their ticket towards future travel as credit.**

New travel must be completed (outbound & inbound) by 30<sup>th</sup> 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 30<sup>th</sup> 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://ndc.ba.com/forms/ndcissue>
- Any associated ancillaries will need to be reassigned when the customer is ready to book

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

- If the customer is in possession of an E-voucher, it can be redeemed via our API's.
- If the customer is in possession of unused ticket credit or redeeming an E-voucher via the webform process, the agent must follow the below
  - 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 within 72hrs, has an instant purchase fare or requires same day ticketing, please call our local Trade Support office
  - For all other bookings outside 72hrs, complete the webform available through both the NDC Comms Hub and 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.

## 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, available through both the NDC Comms Hub and batraveltrade.com -
  - <https://ndc.ba.com/forms/ndcissue>