

Dear Partner,

Please be aware as below.

Kind regards,

From Summer 2021 season we will no longer serve Buenos Aires, Argentina (EZE) with a non-stop service. The service will continue but operate with a short stop in Sao Paulo, Brazil (GRU) in both directions.

For customers with a BA-125 ticket issued for an original BA EZE non-stop service (BA245/4) which has now moved to a via GRU service (BA247/6)

Route affected	Services to/from Buenos Aires
Airports Affected	Buenos Aires (EZE)
Tickets issued by	10 th December 2020
Ticket travel dates	28 th March 2021 to 30 th October 2021
Rebooking Allowance	<ul style="list-style-type: none">Rebook the customer using the latest Coronavirus Principle guidelines including offering a BWC voucher.Offer to rebook the customer with Iberia (IB) via MAD as per standard Conditions of Carriage for BA Flight Cancellations.Eligible Executive Club members can request a Commercial Reissue Into Avios (CRTA) – Commercial Reissue into Avios (CRTA).If the above options are rejected and the customer specifically requests a full refund then provide refund.
Refunds Allowed	Yes - as per standard Conditions of Carriage for BA Flight Cancellations
Redemptions included	Yes
Available for Trade	Yes
Important Information	<ul style="list-style-type: none">One ticket change allowed from the above optionsIt is essential that clear remarks are added to the PNR to reflect the conversation with the customer and the option that has been accepted.Terms and conditions from original ticket apply for any voluntary changesAdherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves

	<p>the right to withdraw guidelines at any time</p>
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- This does **not** apply to customers just travelling to/from GRU as they are not impacted.

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