

# COVID-19 - Principal Customer Guidelines

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## Summary

Due to restrictions by many countries and a significant volume of flight cancellations, please use this as the **principal guideline** for rebooking customers.

Other guidelines have/may also be published for specific destinations to use alongside this document.

To check affected areas, for BA internally use [gov.uk Foreign Travel Advice](http://gov.uk) or the local government website for that country.

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 COVID-19 Guideline.

## More information

[COVID-19 country restrictions/cancellations - Update 10- 13 January 2021 at 2000 hours \(UK\)](#)

### 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>	Yes – as per <a href="#">standard customer guidelines</a> Or use the <a href="#">Booking with Confidence</a> voucher policy
<b>Refunds Allowed</b>	Yes – as per <a href="#">standard customer guidelines</a>
<b>Redemptions included</b>	Yes
<b>Important Information</b>	<ul style="list-style-type: none"><li>• Entry or transit restrictions and scheduled services may change at any time</li><li>• one involuntary ticket change allowed from the above options</li><li>• BA operated connecting flights may be rebooked under these guidelines</li><li>• Customers with other carrier connections on the same ticket involuntary rebook following the <a href="#">standard customer guidelines</a></li><li>• Terms and conditions from original ticket apply for any voluntary changes</li><li>• 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</li></ul>