

# Extended document validity beyond 12 months

Dear Travel Partner,

We have extended the validity of our tickets and EMDs. If you are able to display the document, the coupon status is 'O' or 'A' and a refund is eligible, your GDS will permit the refund to be processed and the refund webform should not be completed.

If you are currently waiting for a refund to be processed by us, where the ticket is beyond 12 month validity, we recommend you process the refund in your GDS to avoid our standard administration fee.

Completing the refund webform, is confirmation that you cannot process the refund via your GDS and the standard administration fee will be charged.

NDC agents should continue to complete refund webform for tickets outside ticket validity and no administration fee is charged.

[Find out more about refunds](#)

Regards,  
British Airways