

Dear Partner,

The following guidelines have been published to support the increased connection time to 8 hours needed for international to domestic transfers over BOM/DEL/HYD/BLR/MAA i.e. LHR-DEL-GOI. This is due to customers needing to take a COVID test on arrival into these stations before proceeding to a domestic connection.

Advice for BA-125 ticketed customers only whose BA booking is cancelled due to international to domestic transfer time being below the new required connection time of 8 hours at BOM/DEL/HYD/BLR/MAA.

Airports/Flights affected	Any booking cancelled with an international to Indian domestic transfer at DEL/HYD/BLR/BOM/MAA i.e. LHR-DEL-GOI.
Tickets issued by	Ticket needs to have been issued prior to booking cancellation
Ticket Travel dates	Up to and including 31 October 2021
Rebooking Allowed	<p>Option 1 Rebook onto an alternative LHR-BOM/DEL/HYD/BLR/MAA service to increase connection time (i.e. day -1). Rebook onto British Airways operated service with same routing into the same class as original or lowest available in the same cabin. Any additional expenses incurred are the responsibility of the customer.</p> <p>Option 2 Rebook onto a different connecting flight beyond BOM/DEL/HYD/BLR/MAA to extend connection time above 8 hours. No change fees but ticket will need to be requoted and any difference in fare charged to the customer.</p> <p>Option 3 Offer to retain original BA operated international service LHR-BOM/DEL/HYD/BLR/MAA in the PNR and customer to make own way from BA operated flight. Any additional expenses incurred are the responsibility of the customer.</p> <p>Option 4 Rebook onto the same itinerary for a future date. No change fees but ticket will need to be requoted and any difference in fare charged to the customer.</p> <p>If the flights are cancelled out of the booking and the customer still wants to travel on their original British Airways LHR-BOM/DEL/HYD/BLR/MAA flight on the same date, as long as the connection is changed to >8hours/connection removed, then you can rebook back onto the British Airways service. The flight</p>

	must be booked back into the original booking class , and if this isn't available then the booking will need to be queued to the Rev Man Helpdesk who will confirm the flight back into its original class. For trade bookings, please contact Trade Support for support/assistance.
Defer Booking	For BA-125 ticketed customers yet to start their journey use the BwC (Book with Confidence) voucher policy.
Refunds Allowed	No
Redemptions included	Yes
Available for Trade	Yes
Important Information	<ul style="list-style-type: none"> • Entry or transit restrictions and scheduled services may change at any time. • <u>OTHS comment must be present in PNR stating booking was cancelled due to INDIAN TRANSER RESTRICTIONS.</u> • Only applicable to transfer bookings via BOM/DEL/HYD/BLR/MAA and for international to domestic connections only i.e. LHR-DEL-GOI. Not applicable to domestic to international connections i.e. GOI-DEL-LHR. • International sector LHR- BOM/DEL/HYD/BLR/MAA must be operated by British Airways • BA operated sectors will have confirmation status of UC present after it is cancelled. • One ticket change allowed from the above options. • 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.