

Dear partner,

Please be aware of the airport switch for ISB as below:

For the early part of the W21/22 season BA will be moving Islamabad (ISB) to London Heathrow from London Gatwick.

For customers with a BA-125 ticket issued for an ISB service to/from LGW which has been CANCELLED and who have been moved to a LHR based service.

Route affected	Services to/from and ISB
Airports Affected	Islamabad (ISB)
Tickets issued by	6th October 2021
Ticket travel dates	31st October 2021 until 9th January 2022 for LGW-ISB customers 01st November 2021 until 10th January 2022 for ISB-LGW customers
Rebooking Allowance	<ul style="list-style-type: none">- Rebook the customer using the latest Coronavirus Principle guidelines including offering a BWC voucher or moving them to a LGW based service for later in W21/22.- 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. <p>For connecting customers:</p> <p>On a reactive basis, if customer now has a LGW-LHR connection as a result of their ISB flight moving to LHR, we can change to only connect over LHR if the route is served at both LGW/LHR i.e. GLA-LGW-ISB -> was changed to GLA-LGW-LHR-ISB -> we can change to GLA-LHR-ISB. Rebook into the same class as original or if not available the lowest class available in the same cabin on the new connecting service.</p>

	<p>Additionally, if customer has a LGW-LHR connection and we are unable to offer a pure LHR connection:</p> <ul style="list-style-type: none"> - The customer can remove & refund the connection from their reservation i.e. MLA-LGW-ISB -> moved to MLA-LGW-LHR-ISB -> can keep LHR-ISB and refund MLA-LGW. - If keeping LGW-LHR connection, customer can be rebooked to alternative connecting service to either minimise LGW-LHR connection time or if now below the minimum connection time for LGW-LHR. Rebook to the same class as original or if not available the lowest class available in the same cabin on the same routing for connecting service.
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 invol ticket change allowed from the above options • It 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 changes. • 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. • Must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. car hire, hotel, etc.