

Dear Partner,

Please be aware as below:

Nigeria was put on the UK red list on the 5th of December and as a result we allowed all our customers to rebook their journeys free of charge. Nigeria has subsequently been removed from the red list and we are now seeing that customers would like to un-do their previous changes as a result. The below guidelines have been issued to accommodate this.

Route affected	Any BA flight between London and Nigeria
Impacted routes	ABV-LHR and LOS-LHR (inbound only)
Tickets issued by	Tickets issued before 05 December 2021
Original travel dates	05 – December – 2021 until 31 December 2021
New Ticket travel dates	16 – December – 2021 until 31 December 2021
Rebooking Allowance	<p>Any customer who was previously booked between the 5th of December and the 15th of December and who moved their travel to a future date (i.e., 2022) as a result of the Red List announcement, can now move their inbound journey back to December. Only customers who were originally booked on the BA82 (ABV) or the BA74 (LOS) are allowed to change their inbound journey back, free of charge.</p> <p>Customers eligible under the above guidelines are allowed 1 involuntary change to their inbound flight.</p> <p>To help check the eligibility of the customer, please check if:</p> <ol style="list-style-type: none">1. The customer was <i>originally</i> booked on the BA82 or BA74, travelling out between the 05th of December and the 15th of December.2. Their outbound journey was changed between 05 December and 07 December, as a result of the Red List announcement, to a date in the far future (i.e., 2022). <p>If yes to both, proceed to change the outbound journey FOC. The new outbound flight has to take place before the 31 of December 2021.</p>
Refunds Allowed	No
Redemptions included	Yes
Available for Trade	Yes
Important Information	<ul style="list-style-type: none">• One ticket change allowed from the above options

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| | <ul style="list-style-type: none">• 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 |
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