



**Book with Confidence & Flexibility for existing bookings**  
**Trade GDS Policy **V25 23<sup>rd</sup> December 2021** (updates in red)**

We fully understand that many of our joint customers may want to change their travel plans given the evolving situation, so we have put a number of measures in place so that they can book with confidence on British Airways.

Customers whose flights are still operating are able to make the most of this flexible policy.

This policy is applicable to all customers which includes Trade Partners and Corporate customers.

No ADMs will be issued as long as the changes made are within these policy guidelines.

Please follow the instructions contained in this document on how to keep your booking and ticket held as credit.

**\*\*Latest update\*\***

As a result of the continued changes in worldwide Government restrictions, for customers due to depart up until 4th January 2022 the following has been introduced: -

If a customer has not been able to request a voucher or change their booking prior to departure, and the original booking is flagged as a no show, then the no show terms and conditions in our fare rules have been relaxed, and no ADM will be issued. If your coupon status has changed to 'Y' please contact Trade Support. Bookings **must** be updated within 24hrs after flight departure time or by the next available working day, at the latest.

Please follow the instructions contained in this document on how to keep your booking and ticket held as credit.

**Contents**

When does this apply?.....3  
 When would this policy not be permitted?.....3  
 What flexibility does the policy permit?.....3  
 My customer is not ready to fly, how do I hold the unused portion of the ticket for future credit? .....4  
 My customer is ready to use their credit (existing ticket) for future travel, how do I proceed?.6  
 EMD conditions.....7  
 Can I convert my customers credit (existing ticket) to a voucher? .....7  
 Can the credit for future travel be used for other people?.....8



My original booking has a 'no show' remark and a flight has now cancelled can I offer the  
passenger a refund?.....8  
What if the new flight subsequently cancels?.....8



## When does this apply?

- Existing bookings ticketed before 3<sup>rd</sup> March 2020, for travel commencing up to and including 28<sup>th</sup> February 2021
- New ticketed bookings made from 3<sup>rd</sup> March 2020 for travel (outbound and inbound) up to 31<sup>st</sup> August 2022
- These conditions apply to tickets issued on British Airways (125), for any carrier routing
- Rebooking with credit valid for travel (outbound & inbound) by 30<sup>th</sup> September 2023 or EMD (RSVT) for future travel valid on:-
  - BA through fares and/or marketed routes
  - Combined BA routing with SJB, AJB, Qatar JB
  - IAG partner fares
  - SJB, AJB, Qatar JB and IAG partner routes/fares
  - BA\*MN (Comair) operated flights, either domestic within Africa or in connection with a BA operated mainline flight
  - BA routings which includes Sunair, only if the routing is in connection to/from a BA mainline flight
- Other carriers issued tickets may have different rules

## When would this policy not be permitted?

- Voluntary cancellations made prior to our **existing bookings** policy being issued on 13<sup>th</sup> March 2020
- Voluntary cancellations made prior to our **new ticketed bookings** policy being issued on 3<sup>rd</sup> March 2020.
- Any ticket coupons where the passenger no-shows for an operated flight

## What flexibility does the policy permit?

- **Ability to change the date & routing (origin & destination) regardless of whether travel has commenced.** If new fare and taxes are higher, the customer will need to pay the difference. If the new fare and taxes are lower, an EMD must be issued for the difference which can then be used as part payment for further travel
  - Any associated ancillaries to the original ticket will be carried forward to the new travel dates with the exception of any prepaid excess baggage (XBAG) **or pre-paid meals** which must be refunded as non-transferrable. Customer will need to purchase XBAG **or pre-paid meal** online if still required on new journey

- **Waiver of change fee**

ATPCo has designed a solution called 'Emergency Flexibility for Voluntary Changes and Refunds'. This allows airlines to apply more flexible changes and/or refund conditions to the original fare rules which, at time of ticket issuance, would have been more restricted.

Although airlines fare rules will still display the original fare rule conditions in the GDS, the more flexible conditions will be applied provided the ticket presented for change or refund falls within the airlines' flexible policy.



BA has implemented the Emergency Flexibility solution to all our fare products, published and private. This will improve efficiencies in terms of servicing using the GDS Automated Changes functionality

This solution does not extend to refund conditions which are as per the original ticketed fare.

- **The ability to retain the unused value of their ticket towards future travel as credit.**
  - The total value is carried forward. This includes the fare, taxes, fees & charges which appear on the original ticket
  - Customers opting for 'credit' are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non refundable
  - Confirmation of opting for 'credit' applies once the booking is modified with the relevant process steps outlined in this policy
  - New travel must be completed (outbound & inbound) by 30<sup>th</sup> September 2023.
  - The customer must retain their ticket number and quote this when they are ready to make a new booking
  - Where your GDS has the functionality developed you can exchange the wholly unused ticket to BA 125 voucher (EMD RFIC D/98B).

## My customer is not ready to fly, how do I hold the unused portion of the ticket for future credit?

- If travel has not commenced: -
  - Insert mandatory PNR OSI (Other Service Information) in this format only before removing any flight segments element - **OSI BA BWC COVID19**
  - Ensure you end the PNR and reopen to continue servicing. The mandatory OSI is now retained in the history of the booking.
    - This OSI is applicable as from the date of this communication, 19<sup>th</sup> March 2020. Any booking previously amended prior to this date do not require this OSI.
  - Cancel the original booking prior to departure of first flight.
    - In order to hold the value of the unused ticket as credit, an itinerary must be changed or cancelled any time prior to the ticketed departure date to avoid a no show. A 'credit' request post no show will be rejected and fare rules will apply
- **It is important that the customer is advised to retain their ticket number** for future use and in opting for 'credit' they are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non-refundable.
  - New travel must be completed (outbound & inbound) by 30<sup>th</sup> September 2023. Customer should also be advised that they must return to their original issuing agent to use the future travel credit.
    - If the customer advises that they cannot locate their original ticket number, you must refer to your GDS Helpdesk and request a historical PNR to access the ticket number



- If the customer is mid-journey: -
  - Insert mandatory PNR OSI (Other Service Information) in this format only before removing any flight segments element - **OSI BA BWC COVID19**
  - Ensure you end the PNR and reopen to continue servicing. The mandatory OSI is now retained in the history of the booking.
    - This OSI is applicable as from the date of this communication, 19<sup>th</sup> March 2020. Any booking previously amended prior to this date do not require this OSI.
  - The unused portion of the itinerary should be cancelled and the PNR kept live
  - Please contact your GDS Helpdesk on how to retain PNR live with a MISC or retention line which are non active air segments. We recommend retaining the PNR for 355 days in the future to avoid multiple changes.
  - Passive, inactive or non-productive segments must comply with our ADM policy to avoid charges. These include any segments with a status AK/AL/AN/BK/BL/BN/GK/GL/GN/MK/PK/PU/PL/YK/ZK
  - **Based on airline policy**, systems will be implementing changes to ensure existing PNRs (**and related pricing context**) as well as accountable documents (ETKTs / EMDs) will not purge and still be accessible to the agents for future servicing
- **It is important that the customer is advised to retain their ticket number** for future use and in opting for 'credit' they are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non-refundable.
  - New travel must be completed (outbound & inbound) by 30<sup>th</sup> September 2023. Customer should also be advised that they must return to their original issuing agent to use the future travel credit.
  - If the customer advises that they cannot locate their original ticket number, you must refer to your GDS Helpdesk and request a historical PNR to access the ticket number



## My customer is ready to use their credit (existing ticket) for future travel, how do I proceed?

- The customer should advise you of their original ticket number to be used as payment
- Validate the credit is being used on travel which must be completed (outbound & inbound) by 30<sup>th</sup> September 2023.
  - Ticket time limit will be as per the new fare rules regardless of if journey has not commenced or if mid-journey
- Either use the existing booking if still available in the system or create a new booking and use the original ticket as payment or part payment using automated repricing or where this is not possible, revert to manual repricing.
  - **Based on airline policy**, systems will be implementing changes to ensure existing PNRs (**and related pricing context**) as well as accountable documents (ETKTs / EMDs) will not purge and still be accessible to the agents for future servicing
- Insert mandatory PNR OSI (Other Service Information) in this format only - **OSI BA BWC COVID19**
  - This OSI is applicable as from the date of this communication, 19<sup>th</sup> March 2020. Any booking previously amended prior to this date do not require this OSI.
- If the new ticket value is more expensive than the original fare purchased, this needs to be collected from the customer. Use the automated ticket changer. Where this is not possible, revert to manual repricing
- If the new ticket value is less than the original fare purchased, the residual value must be issued on a non-refundable EMD to be redeemed on future travel on British Airways. This functionality is only **currently available to Amadeus users**. Please refer to your GDS for EMD entries. For all **other GDS** users please refer to the section 'How do I reissue and create a residual value?' Manual EMDs are not accepted and may result in an ADM being issued.
- During exchange/reissue of the original ticket towards a new ticket, the newly issued fare rules and ticket validity apply. The original non-refundable amount must remain non-refundable and this amount included in a mandatory endorsement in this format only:-  
**FE BWC COVID19/GBPXXX NONREF/***include any other endorsement info from new fare*
- Associated ancillaries will need to be reassigned to the new ticket by Trade Support.
  - Excess baggage (XBAG) must be refunded as non-transferrable. Customer will need to purchase XBAG online if still required or call Trade Support
  - Paid for seating will be transferred with the ticket however, you must call Trade Support to reassign
- Effective from policy update v6 5<sup>th</sup> May 2020, add ticket endorsement, **BWC COVID19**





## EMD conditions

- An EMD is non-refundable and can only be used when exchanging a ticket document as payment towards future transportation, not any ancillary service
- EMD (RFIC – D/99I & D/98B) must be used and travel must be completed by 30<sup>th</sup> September 2023
- You must ensure that when issuing an EMD (RFIC – D/99I & D/98B), the lead passengers email address is added to the service remarks
- Add endorsement - FE BWC COVID19/NON-REF/TRAVEL MUST BE COMPLETED BY 30SEP2023
- For the passenger to redeem an EMD in any of the following channels, your GDS or BA.com, the passenger will need to be informed of the following information.
  - Voucher owner's last name
  - Voucher owner's email address
  - EMD number

## Can I convert my customers credit (existing ticket) to a voucher?

This will depend on the GDS capability. Currently Amadeus and Travelport – Galileo, have confirmed the voucher development. ETKT and voucher servicing by GDS is listed below.

### **Amadeus** agents in BSP countries can:

- Exchange an ETKT when the new fare is the same value or higher as part of the re-price/exchange transaction
- Exchange an ETKT when there is residual value EMD (RFIC – D/99I) as part of the re-price/exchange transaction
- Exchange an ETKT (its value) to EMD (RFIC – D/98B) for future travel voucher.
- Exchange an EMD (RFIC – D/99I or D/98B) as part or full payment towards an ETKT

### **Travelport - Galileo** agents in BSP countries can:

- Exchange an ETKT when the new fare is the same value or higher as part of the re-price/exchange transaction
  - If the fare is lower, the ticket exchange and residual value EMD will be made by BA, once you complete the webform available on the BATravelTrade.com homepage under COVID-19 latest information – find out more or by using the following link  
<https://www.britishairways.com/en-gb/traveltrade/bwc/form>
- Exchange an ETKT (its value) to EMD (RFIC – D/98B) for future travel voucher.
- Exchange an EMD (RFIC –D/98B) (its value) towards an ETKT



#### All other GDS for BSP and ARC countries can:

- Exchange an ETKT when the new fare is the same value or higher as part of the re-price/exchange transaction
  - If the fare is lower, the ticket exchange and residual value EMD will be issued by BA, once you complete the webform available on the BATravelTrade.com homepage under COVID-19 latest information – find out more or by using the following link  
<https://www.britishairways.com/en-gb/traveltrade/bwc/form>

#### Visibility exchanged documents by BA

- In all cases above, BA has completed all the required activation to allow agents to have access to airline exchanged documents provided they were the issuer of the original document. This is regardless of which GDS/PSS the agent is using. Agents are advised to check with their GDS Helpdesk if they are permitted to view/exchange such documents once the airline has performed the transaction. Amadeus and Travelport – Galileo have confirmed this.
- For those GDS that have not opened access to airline exchanged documents, you will need to contact Trade Support for document reissue or exchange servicing.

#### Can the credit for future travel be used for other people?

- Name changes are not permitted however, the people in the original booking do not need to travel together. Each person in the original booking will have had their own ticket number which can be used jointly or separately against a new booking.

#### My original booking has a ‘no show’ remark and a flight has now cancelled can I offer the passenger a refund?

- In this instance fare rules would apply regarding any refund, as customer is still required to cancel their booking if no longer planning to travel.
- Customers opting for ‘credit’ **must** do so before a no show. Please refer to **“The ability to retain the unused value of their ticket towards future travel as credit”** outlined in this policy for additional information on ‘credit’ usage.

#### What if the new flight subsequently cancels?

- Standard customer guidelines apply and any unused coupons will be fully refundable to the original form of payment