



## Book with Confidence & Flexibility for existing bookings

### Trade NDC Policy v18 1<sup>st</sup> March 2022 (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.

#### Contents

When does this apply?.....	2
When would this policy not be permitted?.....	2
What flexibility does the policy permit when changing an existing booking? .....	2
What flexibility does the policy permit when opting for credit in the form of an D/98B eVoucher? .....	3
My customer is ready to make a change to a new date but same routing, how do I proceed? ..	4
My customer is ready to make a change to their routing, how do I proceed? .....	4
My customer is not ready to make a change yet, how do I proceed? .....	4
My customer is ready to use their credit for future travel, how do I proceed?.....	4
Can the credit for future travel be used for other people?.....	5



## When does this apply?

- Existing bookings ticketed before 03<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 **30<sup>th</sup> September 2022**
- These conditions apply to tickets issued on British Airways (125), for any carrier routing
- Rebooking with credit in the form of a D/98B eVoucher or residual value EMD (RSVT/RFIC – D/991 RESIDUAL) issued by ba.com or NDC is valid for travel (outbound & inbound) by 30<sup>th</sup> September 2023 on any flight and fare sold via NDC including:
  - 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?

- Group fares as covered under different T&Cs. Please contact BA Group Travel for any updates
- Tour Operators and VFR un-ticketed bookings since Booking with Confidence terms and conditions are applied at time of ticketing.
- 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 when changing an existing booking?

- **Date & routing (origin & destination) changes 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 (RSVT/RFIC – D/991 RESIDUAL) will be issued for the difference which can then be used as part payment for further travel. EMD (RSVT) can only be redeemed offline via NDC Trade Support or the Redeem Credit Voucher webform on [ndc.ba.com](https://ndc.ba.com)
  - Associated ancillaries except prepaid excess baggage (XBAG) associated to the original ticket will be carried forward to the new travel dates. Seats must be re-booked for the new flights via the NDC API. Additional collection maybe required depending on new seat category.



- Prepaid excess bags (XBAG) are not transferred to the new flights and must be refunded which can be completed via the NDC API's. XBAG ancillaries can be re-purchased on the new flight via NDC API or ba.com.

- **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.

## What flexibility does the policy permit when opting for credit in the form of an eVoucher?

- **The ability to retain the unused value of their ticket towards future travel as credit in the form of a D/98B eVoucher.**

New travel with payment using a D/98B eVoucher must be completed (outbound & inbound) by 30<sup>th</sup> September 2023.

- The total value of the booking is carried forward in the form a D/98B eVoucher. This includes the fare, taxes, fees & charges which appear on the original ticket and any associated ancillaries.
- Customers opting for 'credit' as a D/98B eVoucher are forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' in the form of an D/98B eVoucher for future travel which is non refundable
- Confirmation of opting for 'credit' applies once the Booking with Confidence option is selected in the cancel and refund flow via the NDC API or the [Issue Credit voucher webform](#) is completed on [ndc.ba.com](https://ndc.ba.com)
- The customer must retain their D/98B eVoucher reference and enter this when they are ready to make a new booking.
- Any associated pre-paid bags ancillaries (XBAG) will be refunded to the original form of payment. For pre-paid seats the original value will remain associated to the booking. Seats must be re-booked for the new flights. Additional collection maybe required depending on new seat category.



## My customer is ready to make a change to a new date but same routing, how do I proceed?

- Change booking is fully supported in British Airways NDC. All flexible fare rules are automatically applied
- If the new ticket value is less than the original fare purchased, a non-refundable residual value EMD (RSVT/RFIC – D/991 RESIDUAL) will be issued for the fare difference. The EMD will be returned in the OrderView response.
- If the new itinerary results in a higher fare than the original fare purchased, then NDC will collect the fare difference
- For any associated ancillaries, the EMD will be transferred to the new flight. You will need to rebook the ancillary (within the same category) to avoid additional charges.

## My customer is ready to make a change to their routing, how do I proceed?

- Please call the NDC Trade Support Line for any other routing changes

## My customer is not ready to make a change yet, how do I proceed?

- The full value of the original booking (including any ancillaries) can be converted to credit in the form of a D/98B eVoucher. The D/98B eVoucher can be used as full or part payment towards a future booking which is non-refundable.
- **It is important that the customer is advised to retain their D/98B eVoucher reference for future use.** New travel must be completed (outbound & inbound) by 30<sup>th</sup> September 2023. The customer should also be advised that they must return to their original issuing agent to use the future travel credit. Refunds not permitted.
- This credit in the form of an D/98B eVoucher can be initiated by selecting Book With Confidence in the cancel and refund flow via the NDC API or the [Issue Credit voucher webform](#) on [ndc.ba.com](#).

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

- If the customer is in possession of a D/98B eVoucher, it can be redeemed via NDC API's.
- Alternatively, if the customer redeeming a D/98B eVoucher via the webform process, the agent must follow the below process
  - Create & price a new PNR (This can be done by following the normal booking flow without providing any form of payment in the OrderCreate API)
  - If the booking is for travel within 72hrs, has an instant purchase fare or requires same day ticketing, please call your local Trade Support office
  - For all other bookings outside 72hrs, please complete the [Redeem Credit Voucher webform](#) available on [ndc.ba.com](#)
  - It is the responsibility of the IATA agent to complete this form



- This form must be submitted the same day the booking is made to enable us to complete the ticketing within time limit.

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

- One free name change is permitted to your existing or new Corporate accounts and On Business bookings. Please see 'Name change flexibility for Corporate and On Business travellers policy' for terms & conditions including process.