

Updated Flexible Booking Policy - Heathrow Capacity Limits

Dear Travel Partner,

Last week, we contacted you advising of Heathrow's requirement to limit the number of passengers who are able to travel through the airport each day and the introduction of a flexible booking policy allowing customers to easily change their travel dates.

We would now like to advise that customers flying from **London Heathrow** beginning **26 July up to and including 07 August 2022** will receive a proactive communication outlining various rebooking options available should they wish to change their travel plans and to encourage them to contact their travel agent.

In light of this, the following updates have been made to our flexible booking policies:

Customers travelling on a short-haul flight from Heathrow, including a connecting flight (Book Away Policy)

Customers who are travelling on a short-haul flight (UK or Europe) from Heathrow, and including customers with a long-haul to short-haul connection, e.g. JFK-LHR-CDG, **between 26 July and 07 August 2022 inclusive**, who wish to change their flights, can be rebooked onto another British Airways operated service free of charge, to any date within the next 12-months of the original date of travel, subject to availability. Please [click here](#) to view the policy in detail.

Customers travelling on any British Airways operated flight from Heathrow (Heathrow Capacity Restrictions Trade Policy)

Customers whose bookings were ticketed **after** 08 June 2022, for travel completed by 30 September 2022, who no longer wish to travel, are eligible to retain the value of their ticket in the form of a voucher. View the [GDS](#) or [NDC](#) Policy here.

For any customer with a booking ticketed **prior** to 08 June 2022, for travel completed by 30 September 2022, please refer to our [Book With Confidence](#) policy.

If a customer's flight is cancelled, they can request a full refund as per our standard customer guidelines.

For customers who wish to travel as planned, please be advised that Heathrow is limiting the acceptance of checked baggage to 3-hours prior to the departure of long-haul services, and 2-hours for short-haul. Customers travelling in our First, Club World or Club Europe Cabins, Silver Executive Club Members (oneworld Sapphire) or above, and customers who require special assistance are exempt from this restriction.

Once again, we would like to take the opportunity to remind all partners of IATA Resolution 830d, where agents are required to actively ask each customer if they wish to provide their contact details (e-mail and/or telephone number) to British Airways, and any other airlines in their itinerary so we are able to get in touch in the event of any disruption.

Thank you for continued support and understanding.

British Airways