

Refund process for purged tickets under Book with Confidence policy

Dear Partner,

As part of our Book with Confidence policy, we permitted tickets to be held as credit for future travel. We are aware that some tickets are now purged preventing them from being exchanged. If purged tickets meet the following eligibility criteria, please follow the process steps given below:

Eligibility criteria

- Bookings ticketed before 03 March 2020, for travel commencing up to and including 28 February 2021
- New ticketed bookings made from 03 March 2020, last ticketing date 07 Jun 2022 for travel (outbound and inbound) up to 30 September 2022

Process steps

Please note, the refund for the original ticket held as credit (and now purged), must always be requested by the original issuing travel agency. All requests not submitted by the original travel agency will be rejected.

- Create and ticket a new PNR with travel to be completed by 30 Sep 2023. Passenger name must match the original FTV (ticket held as credit)
- New ticket can be for same, lower, or higher value than the FTV credit
- Call British Airways Trade Support providing the PNR reference and passenger name
- British Airways Trade Support team will validate the ticket eligibility under our BwC policy, including criteria of new travel dates before 30 Sep 2023
- After receiving confirmation from British Airways Trade Support, complete the Refund Requests web form to refund the original ticket. When completing the form, add comment BWC PURGED TKT as well as the new booking reference and the new ticket numbers. Failure to insert this information will result in refusal of your request and a new form with the necessary details will need to be raised.
- Refund will be processed to the original form of payment for the total amount of the unused purged ticket, regardless of new fare purchased. Our SLA for process these refunds is 4 days.

We thank you for your support.