

Hi All,

We have had an issue with Amadeus this morning, where ticketed bookings have been cancelled on both the GDS and NDC.

Please see the policy for affected bookings below. Please use APIs or contact the NDC call centre for NDC bookings.

Rebook onto	British Airways
Affected flight	All British Airways flights (both marketed and operated)
Tickets issued by	23 May 2023
Ticket travel dates	24 May 2023 – 28 Oct 2023 (Summer 23)
New travel dates	Original travel +/- 3 days
Rebooking Allowance	<p>For any ticketed bookings which were cancelled by BA from 23rd May 2023 and contain the following message 'SSR OTHS XX AGT/BA CANXD DUE ETICKET NBRIS NOT RCVD BY DEADLINE' [where XX is the owning GDS]</p> <p>Please reinstate the space in the original booking class or lowest in original cabin. If no space is available on the original flight you may rebook to any alternative flight within +/- 3 days, in the original booking class or lowest in original cabin.</p> <p>One involuntary re-issue is permitted as a result. Any subsequent changes will be considered voluntary and subject to fare rules.</p>
Origin/Destination/Stopover changes	No
Refunds Allowed	No
Redemptions included	Yes – use rebooking allowance above
Available for Trade	Yes

Important Information	<ul style="list-style-type: none"> <li>• One involuntary ticket change allowed from the above options</li> <li>• At time of ticket reissue, Endorsement field must be updated with FE BA INVOL 24MAY23</li> <li>• Please insert OS BA INVOL 24MAY23</li> <li>• Return/Onward sectors on BA may be rebooked under these guidelines, into the same cabin as original, same class or lowest available</li> <li>• Terms and conditions from original ticket apply for any further voluntary changes</li> <li>• For customers on cancelled flights outside of these guidelines, please follow the standard Customer Handling Guidelines &gt; <a href="#">Flight Cancellations</a></li> <li>• 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</li> </ul>
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