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Guidelines for today's event - NATS TECHNICAL ISSUE - 28 August 2023

Answer Id 9014 | Updated 28/08/2023 06.19 PM (BST)

Summary

Due to the ongoing operational issues we are allowing our customers whose flights are still operating the flexibility to make voluntary changes either by using The Engagement Centres, or via their Travel Agent. The below options are in line with what is currently offered on BA.com for direct customers as CB4D (customer booking for disruption) has been activated.

More information

Update 1 - 28 August 2023

For customers with a BA-125 ticket issued for any booking that contains at least one BA mainline operating flight which is still OPERATING

Route affected	Any BA mainline flight
Airports Affected	LHR – all BA SHORThAUL operated flights from LHR, CityFlyer from LCY , SH from LGW and EuroFlyer from LGW
Tickets issued by	Up to and including the 27 ^h August
Ticket travel dates	Monday 28 th August & Tuesday 29 th August
Rebooking Allowance	<p>For new travel inside -14/+14 days Rebook onto a British Airways operated service on the same routing into the same class as the original flight or lowest available in the same cabin. If rebooking BA*Codeshare as part of the same itinerary, must rebook onto a BA*same codeshare carrier as original on the same routing into the same class as original</p> <p>For new travel outside -14/+14 days up to system range Rebook onto a British Airways operated service on the same routing into the same class as the original flight only If rebooking BA*Codeshare as part of the same itinerary, must rebook onto a BA* same codeshare carrier as original on the same routing into the same class as original</p>
Origin/Destination/Stopover Changes	Only a change of airports in the same point of origin/destination
Refunds Allowed	No – unless fare rules allow
Redemptions included	Yes
Available for Trade	Yes
Important Information	<ul style="list-style-type: none"> • One ticket change allowed from the above options • All BA operated sectors in a booking can be changed if at least one of the BA operated sectors is eligible above. The other BA sectors can be outside of the dates and either to or from LHR. • Any changes to non-BA operated sectors will need to be

	<p>requoted and any possible fare difference charged to the customer.</p> <ul style="list-style-type: none"> • Entry or transit restrictions and scheduled services may change at any time. • It is essential that clear remarks are added to the PNR to reflect the conversation with the customer and the option that has been accepted. • If rebooking please ensure any associated SSR's are added back to the PNR • Any additional expenses incurred are the responsibility of the customer. • 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
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