

DXB, AUH, BAH, AMM, DOH, TLV, JED & RUH - Flexible re-booking - 10 Apr 2026, 02:19 PM

Customer Guidelines

KEY MESSAGE

Due to the continued disruption in the Middle East, we are offering customers the following flexibility.


Advice for British Airways-125 ticketed customers whose BA, BA*QR, or QR Prime flight is still OPERATING

10APR2026 03:20PM



Rebook onto

As per Guidelines below

Affected Airport	DXB, AUH, BAH, AMM, DOH, TLV, JED & RUH
Tickets issued by	01 APR 2026
Ticket travel dates	02JUN 2026 – 31 OCT 2026
New travel dates	Within system range
Rebooking Allowance	<p> Rebooking Guidelines When rebooking a customer:</p> <p>New itineraries should be re-quoted using ATC</p> <p>Change and service fees should be waived</p>
Origin/Destination/Stopover changes	<p>Origin – YES</p> <p>Destination – YES</p> <p>Stopover – YES (DOH can still be used as a transit point)</p> <p>Waive change fee & service fee.</p> <p>Fare must be re-priced and any additional fares and taxes to be collected.</p> <p>Origin/Destination/Stopover changes also permitted for BA/IB Holidays</p>
Redemptions included	Yes – Change of destination is allowed, rebook into redemption classes only
BA* QR or QR Prime	This policy also applies to BA 125 ticketed customers on any BA* QR or QR Prime flights that were operating via DOH that are still operating.

	<p>Fare must be re-priced and any additional fares and taxes to be collected.</p>
<p>British Airways Holidays / Iberia Holidays</p>	<p>Rebook flights as per above guidelines</p> <p>Modify land arrangements (including NCNR) to match new flights</p> <p>Waive land amend fees (including NCNR)</p> <p>Customer pays/receives difference in price for land arrangements.</p> <p>For any invol reissues using ATU, add the base fare back into the pop up</p> <p>In addition, for ticket travel dates 02 JUN 2026 to 31OCT 2026, you may also offer</p> <p>New travel dates within ticket validity Same/different destination</p> <p>Rebook and reprice flights</p> <p>Modify land arrangements (Including NCNR) to match new flights</p> <p>Waive flight and land amend fees (Including NCNR)</p> <p>Customer pays/receives difference in price for flights and land</p>
<p>Travel Agency PNR's</p>	<p><u>GDS PNR</u></p>

Agency to follow these guidelines and self-manage rebooking and reissue via their GDS. No waiver code needed.

NDC PNR

Agency to follow these guidelines and manage via API capabilities. Otherwise, call Trade Support for assistance.

THIS GUIDELINE WILL BE PUBLISHED ON BATPC

Important Information

Additional Conditions

One voluntary ticket change allowed under this guideline

Any further changes are as per fare rules including any service and change fees

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.

Disclaimer

Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user.

Any additional expenses incurred are the responsibility of the customer.

BA reserves the right to withdraw guidelines at any

time.

02-Apr-2026 03:50pm



02-Apr-2026 03:30PM



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