

Changes to Accepting Customers with Separate Tickets

Summary of Changes

From 1 June 2016, the **oneworld** policy on accepting customers travelling on separate tickets was changed. BA, along with our **oneworld** partners, has implemented this change in policy which is as follows:

Only those customers that have separate tickets issued in the same PNR/booking will be accepted for through check-in.

How to handle customers with separate tickets in different PNRs

Customers that have separate tickets issued in separate PNRs/bookings will not be accepted for through check-in, regardless of which carriers they are connecting on to, including BA or any **oneworld** partner.

These customers, and their baggage, will only be checked in to the destination showing in the system. No on carriage details are to be added into the check-in system at any stage.

Please note that where a customer has separate tickets, the Most Generous Allowance (MGA) rule for baggage does not apply and any excess baggage will apply as per the ticketed sector for that ticket.

What it means for BA and the customer

This change means that the originating carrier is not liable for any rebooking and additional costs incurred as a result of disruption, for flights on other PNR/bookings.

Customers who have booked a through ticket will continue to receive the full benefits including through checked bags, MGA and full assistance should their journey be disrupted.

Example Customer Scenarios

	Through check-in (BP, bags to final destination and any document/visa checks)	Disruption Assistance
Customer A: Interline journey on one ticket number in a single PNR/booking LHR-DOH-BKK Single PNR: AB12CD Ticket #: 000-xxxxxx123	Yes	Yes
Customer B: Interline journey on two ticket numbers in a single PNR/booking LHR-DOH (BA) - Ticket 1 DOH-BKK (QR) - Ticket 2 Single PNR: AB12CD	Yes	Yes
Customer C: Two ticket numbers in a 2 different PNRs/bookings LHR-DOH (BA) - Ticket 1 DOH-BKK (QR) - Ticket 2 Two PNRs: AB12CD and 34EFGH	No	No

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FAQ's

1. When does the new policy take effect?

The oneworld obligation changed on 1 June 2016 and BA has implemented this change from this date.

2. Why are we making these changes?

Legally speaking, two separate tickets have two separate contracts. Therefore BA is only responsible for carrying baggage to the destination specified on each separate ticket.

3. So why did oneworld originally offer through check-in even if customers were using separate tickets?

This policy was brought in when airlines were changing from paper to electronic tickets, around 10 years ago to ease technical limitations and processes for the customer.

4. At check-in, what information should we give to customers travelling on separate tickets in separate bookings/PNRs?

Unfortunately for customers who are used to interlining on separate PNRs, BA and other oneworld member airlines have no obligation to provide any services or benefits beyond those specified in the traveller's ticket.

5. How should we manage customers on separate tickets that have missed their second flight due to disruption?

We will continue to assist customers in rebooking their journey. However, customers will be subject to the terms and condition of the tickets and there may be additional costs associated to the ticket changes based on the fare rules. BA is not liable for any duty of care costs.

