

British Airways Travel Trade Refund Policy - tickets and other accountable travel documents

Important Information Reminder

Travel agents are responsible for servicing their own British Airways bookings. Greater accountability is now in place to ensure adherence to relevant regulations and processes. A webform link is available on global travel trade websites offering the facility to request refunds falling within the exception rules (for exceptions see 'When to use British Airways for refund applications'). All other refund processing should be handled directly via your GDS.

From 2 June 2014 British Airways plc. will ensure that the guidelines already in place, in accordance with British Airways plc. General Conditions of Carriage for Passengers and Baggage are being followed. The guidelines for ticket or other accountable travel document (e.g. EMD) refunds are as follows:

- **The total value of a refund will never exceed the value British Airways received for the ticket or accountable travel document issued.**
- The refund must be submitted as soon as possible, up to the latest allowable date of travel on the ticket. Tickets or other accountable travel documents, depending on the fare used or service purchased, are valid for a maximum of 1 year.
- A refund will be made to the original form of payment and in the same currency used to pay for the ticket or other accountable travel document. For example, a ticket purchased in US dollars using a credit card, will be refunded in US dollars to the same credit card. This is known as the Original Form of Payment. (OFP)
- British Airways refunds policy requires that travel agents service all tickets that they have issued, including calculation of the refund values, processing and reporting all refund transactions via their own GDS system.
- The original point of sale will service their own sales. (for exceptions see 'When to use British Airways for refund applications')
- Requests sent directly to British Airways by a customer who purchased their ticket via a travel agent, and that do not fall into one of the exception scenarios below, will be forwarded to the original ticketing agent, and the customer advised accordingly.
- The customer will make initial contact with the travel agent for refunding any British Airways tickets or other accountable travel documents.
- ba.com recognises an indirect (Trade) booking, and refers the customer to the travel agent through which they originally purchased their ticket.
- Any travel agent refund requests that are outside of the exceptions rule will be returned to the travel agent.
- When a British Airways Contact Centre receives calls from indirect customers or travel agents, they will direct the caller to the correct route for trade refund requests
- batraveltrade.com weblink is available for trade to apply for exception refunds (see policy)

British Airways plc. has provided supporting guidance in the attached policy document

British Airways plc. - Refund Policy (last updated May 2014)

Policy item	How to request and process
<p align="center">1. Involuntary Fare Refund</p>	<p align="center">How</p>
<p>Fare refunds will be made if:</p> <ul style="list-style-type: none"> • Customer Guidelines have been published to deal with a specific event • flight is cancelled • a significant change to a flight time is not acceptable • flight is delayed by five hours or more, in line with EU regulations 261/2004 • British Airways fail to stop at place of destination or stopover • cause a connecting flight to be missed where a through ticketed reservation was held and where minimum transfer times have been adhered to • British Airways refuse to carry a passenger due to a British Airways banning notice 	<p>If a specific event allows, comply with British Airways Customer Guidelines for that event, e.g. – during disruption, and process refund via your GDS. Customer Guidelines and Archived Guidelines can be found on batraveltrade.com homepage.</p> <p>These guidelines should be held for historical reference and audit purposes.</p> <p>Using the specific British Airways Customer Guidelines, the original point of sale will calculate and process applicable refund via their respective GDS.</p> <p>If an agency has problems with their GDS for refunds, their GDS helpdesk should be contacted in the first instance to raise a fault.</p> <p>Any request for British Airways specific support should be directed to the local trade support office via batraveltrade.com</p>
<p align="center">2. Voluntary Fare Refund</p>	<p align="center">How</p>
<p>A voluntary fare refund can only be made by the carrier who issued the ticket. A voluntary refund is a refund request that does not classify as involuntary using the criteria outlined 1) above.</p>	<p>The original point of sale, the travel agent, will process in accordance with fare rules including penalty and cancellation charges. This should be processed via the travel agent's GDS</p> <p>British Airways will not process any refund applications for travel agents issued tickets unless they are covered by the scenarios in paragraph <i>"When to use British Airways for refund applications"</i></p>

The original point of sale is responsible for servicing bookings, including the processing of refunds, as soon as possible or at least as soon as the last date of travel has expired. (max 1 year)

If an agency has problems with their GDS for refunds, their GDS helpdesk should be contacted in the first instance to raise a fault.

“When to use British Airways for refund applications”

- Tickets over one year old. This will incur a standard administration fee charged to the travel agent.
- Tickets that have been closed off in the system (for example, if the passenger checks in but does not travel or other accountable travel documents are showing ‘F’ but not utilised.)
- Technical problems with the GDS which prevent ticket refunds. Such refund requests must be supported with the GDS fault reference number.
- Incorrect sales reporting (for example a void transaction is reported with a value on the BSP or ARC report)
- Other airline tickets reported erroneously by BSP or ARC as British Airways Sales
- System errors (for example, where e-ticket booking cannot be retrieved at check-in). Such requests must be supported with the fault reference number.
- Where a ticket has been utilised but additional action is necessary to make an initial or further refund (for example **involuntary** downgrades)

If the original form of payment was cash, an Agency Credit Memo (ACM) will be raised with the appropriate settlement after assessment.

A [refund webform](#) is available on www.batraveltrade.com to apply for a refund in the above scenarios only. Any applications received outside of these circumstances will be returned to the original point of sale to process.