

# FIT FOR THE OLYMPICS

As a proud sponsor of London 2012, we're keen to ensure that your customers experience a seamless service during the Olympic period. It promises to be a challenging yet exciting time as British Airways prepares to fly the world to London for the greatest show on Earth.

Like the Olympians, we've been preparing for many months to make sure that we're primed and ready. Below you'll find details of the steps we're taking, together with advice on what your customers can do to ensure a smoother journey, as well as general booking information.

## PEAK DATES

The games run from 27 July until 12 August 2012. We expect the peak dates to be 16 July, 26 July, 13 August, 22 August, 28 August and 10 September.

## BUSINESS AS USUAL

To keep things on track, we're working very closely with our host partner London Heathrow and other UK airports. UK Border Force and the BAA will be ensuring that all airport services are fully staffed and that additional staff will be on hand to offer help and advice.

Practice makes perfect, so to avoid any hiccups, both British Airways and its partners will be conducting rigorous trials in the run-up to the games. And to alleviate airport congestion at peak times, Olympic Team departures will be checked in at a dedicated off-airport departure zone.

## BEFORE TRAVELLING

UK airports are expected to be very busy during this period, so it's a good idea to ensure your customers allow extra time when travelling to the airport. Customers are normally asked to arrive three hours before departure, and baggage that is to be checked in will only be accepted within the prescribed times. Customers should ensure that all baggage meets regulations, and that any old tags and barcodes are removed.

Although transfers through London are expected to be unaffected, we anticipate unprecedented demand for flights from around the world. For this reason, please remind customers that they may pre-book their favourite seats and that they should endeavour to complete Advance Passenger Information and check in online up to 24 hours in advance.



## Ticketing Time Limits

The following new ticketing time limit rules will apply to a range of published and private/net fares in all cabins on both British Airways and BA CityFlyer operated flights 24-26 July and 13-15 August 2012:

	Bookings made	Ticketing Time Limits (for payment and ticketing)
<b>TIER 1</b> F/A/J/ C/D/I/ R/W/ W/E/ T/Y/B FARES	More than 90 days prior to departure	Within 28 days of booking OR 90 days prior departure whichever is earlier
	Less than 90 days and more than 10 days before departure	Within 3 days of booking
	Less than 10 days before departure	Ticketing must be completed the day bookings are made
<b>TIER 2</b> H/K/ M/L/ V/S/ N/Q/O FARES	More than 90 days prior to departure	Within 14 days of booking OR 90 days prior departure whichever is earlier
	Less than 90 days and more than ten days before departure	Within 3 days of booking
	Less than 10 days before departure	Ticketing must be completed the day bookings are made

## Inclusions

### Tier 1 ticketing time limits will apply to tickets for passengers booked to fly between:

- All destinations to/from London Heathrow excluding GCM/NAS/PLS

### Tier 2 ticketing time limits will apply to tickets for passengers booked to fly between:

- USA and Canada and London Heathrow
- South America and London Heathrow
- CPT, JNB, NBO, ABV and LOS and London Heathrow
- DXB, DOH and BAH and London Heathrow
- Far East and London Heathrow
- Australia and London Heathrow
- Europe and London Heathrow and London City
- UK and London Heathrow and London City

## Messaging Process

The Ticketing Time Limits will be enforced using the same process that British Airways currently uses for existing Ticketing Time Limits.

You will receive a message detailing a date by which the PNR should be ticketed, followed by a cancellation message if the booking is not ticketed by that date, e.g:

**AGT/BA PLS ENTER VALID TICKET NBR BY DDMMYY OR RISK CANCELLATION /IF FARE RULE HAS EARLIER TICKETING DEADLINE IT MUST BE OBSERVED**

**PLS NOTE BA TIME LIMIT FOR THIS PNR WILL NOT CHANGE IF REBOOKED. FOR A NEW DEADLINE PLEASE CREATE A NEW PNR**

**AGT/BA CANXD DUE VALID ETICKET NBRS NOT RCVD BY DEADLINE**

## Group Procedures

### Bookings made in the UK:

Normal Terms and Conditions apply for bookings made from 1 March 2012.

## Contacts

**For more information, please visit [batraveltrade.com](http://batraveltrade.com) or contact your Account Manager**