

## Airline Tariff Publishing Company, Agent

INTERNATIONAL PASSENGER RULES AND FARES TARIFF NO. BA-1

Original Page BA-69

RULÉ

## SECTION I — GENERAL RULES

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TICKETS:(A) — GENERAL

- (1) A ticket will not be issued and in any case Carrier will not be obligated to carry until the passenger has paid the applicable fare or has complied with credit arrangements established by Carrier.
- (2) A ticket which has not been validated or which has been altered, mutilated or improperly issued, shall not be valid.
- (3) No person shall be entitled to transportation except upon presentation of a valid ticket. Such tickets shall entitle the passenger to transportation only between points of origin and destination and via the routing designated thereon.
- (4) Acceptance of Tickets (Applicable to travel originating in the Philippines)
  - (a) All airlines operating to, from or through the Philippines, including off-line carriers with sales offices and/or general sales agents in the Philippines, are hereby prohibited from importing into the Philippines airline tickets issued outside the Philippines for international air transportation of passengers originating in the Philippines.
  - (b) All airlines operating to, from and/or through the Philippines shall ascertain whether or not the tickets for international air transportation of passengers originating in the Philippines, presented by such passengers at the airline check-in counters at the Manila International Airport, have been issued outside the Philippines. If so, said airlines shall not honor such tickets.
  - (c) Airline tickets issued outside the Philippines for International transportation of passengers originating in the Philippines shall not be valid for such transportation. (See NOTES 1 and 2 below)

NOTE 1: For the purpose of this rule, a Passenger traveling abroad from the Philippines shall be deemed originating in the Philippines if:

- (a) He is a resident of the Philippines; or
- (b) His travel abroad from the Philippines is subject to the payment of the travel tax imposed under PD1183, as amended; or
- (c) The first leg of his actual trip starts in the Philippines as verified by the absence of the corresponding immigration entry on his passport subsequent to the date of issuance of the airline ticket abroad.

NOTE 2: For the purpose of this rule, an airline ticket is deemed issued outside the Philippines if it shows on its face that it has been issued outside the Philippines.

(B) VALIDITY FOR CARRIAGE  
General

When validated, the ticket is good for carriage from the airport at the place of departure to the airport at the place of destination via the route shown therein and for the applicable class of service and is valid for one year from the date of commencement of flight except as otherwise specified in Carrier's tariffs. Each flight coupon will be accepted for carriage on the date and flight for which accommodation has been reserved. When flight coupons are issued on an 'Open Date' basis accommodation will be reserved upon application subject to the availability of space. The place and date of issue are set forth on the flight coupons. Any extension of ticket validity will be in accordance with Carrier's tariff.

EXCEPTION 1: If the ticket is for or includes an excursion or other special fare having a shorter period of ticket validity than indicated above, such shorter period of validity shall apply only in respect to such excursion or special fare transportation.

EXCEPTION 2: If no portion of the ticket is used, the period of validity will be one year from date of issuance of the ticket.

(C) COUPON SEQUENCE AND PRODUCTION OF THE TICKET

Flight coupons will be honored in sequence from the place of departure as shown on the passenger coupon. The passenger throughout his journey must retain the passenger coupon and all flight coupons of the ticket not previously surrendered to Carrier. He/she must, when required, produce the ticket or surrender any applicable portion to Carrier.

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## SECTION I—GENERAL RULES

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TICKETS (Continued)(D) PERIODS OF VALIDITY(1) Extension of Ticket Validity.

Tickets expire at midnight on the date of expiration of ticket validity, except that such period of validity will be extended by Carrier without additional collection of fare as follows:

- (a) For no longer than seven days beyond the original limit when a passenger who holds a ticket valid for one year is unable to obtain space at time of application to Carrier.
- (b) For no longer than thirty days beyond the original limit when Carrier is unable to provide previously confirmed space; or a flight is cancelled or postponed during the period of validity; a scheduled stop which is either a stopover or destination for the passenger is omitted; Carrier substitutes a different class of service, or causes a passenger to miss a connection, or fails to operate a flight reasonably according to schedule.
- (c) Until the date when the passenger who is prevented from traveling within the period of validity of his ticket by reason of illness, becomes fit to travel according to a medical certificate, or after such date from the point where the journey is resumed or from the last connection point. Provided, that when the flight coupons remaining in a ticket having a one year validity involve one or more stopovers, the validity of such ticket will be extended for not more than 3 months from the date shown on such certificate. In such circumstances, Carrier will extend similarly the period of validity of tickets of persons traveling with an incapacitated passenger.
- (d) For no longer than forty-five (45) days after the date of death of a passenger for tickets of the persons accompanying the deceased passenger.
- (e) A Miscellaneous Charges Order issued without definite date of passage must be presented for a ticket within one year from the date of issue; otherwise it will not be honored for a ticket.

(2) Waiver of Minimum/Maximum Stay Requirements

- (a) When a ticket is sold at a special fare containing a minimum stay requirement, the minimum stay requirement will be waived on presentation of a death certificate or copy thereof for passengers who are:
  - (i) members of the immediate family of a passenger who dies en route, or
  - (ii) other persons actually accompanying a passenger who dies en route.
- (b) If a passenger holding a special fare ticket with a minimum stay requirement desires to commence the return before the expiry of the minimum stay period owing to the death of an immediate family member not accompanying the passenger and a death certificate or copy thereof is not immediately available, the passenger will be entitled to a refund of the additional amounts paid to permit earlier return, on presentation of a death certificate attesting to the death of such family member after the passenger's commencement of travel.

(E) ABSENCE, LOSS OR IRREGULARITIES OF TICKET

Carrier will refuse carriage to any person not in possession of a valid ticket. In case of loss or non-presentation of the ticket or the applicable portion thereof, carriage will not be furnished for that part of the trip covered by such ticket or portion thereof until the passenger purchases another ticket at the current applicable fare for the carriage to be performed. Carrier will not accept a ticket if any part of it is mutilated or if it has been altered by other than Carrier or it is presented without the passenger coupon and all unused flight coupons. Notwithstanding the foregoing, Carrier will issue at the passenger's request a new ticket to replace the lost one upon receipt of proof of loss satisfactory to Carrier and if the circumstances of the case in Carrier's opinion warrant such action; provided, that the passenger agrees in such form as may be prescribed by Carrier, to indemnify Carrier for any loss or damage which Carrier may sustain by reason thereof.

(Continued on next page)

For the explanation of abbreviations, reference marks and symbols used but unexplained hereon, see Pages BA-21 through BA-30.

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**INTERNATIONAL PASSENGER RULES AND FARES TARIFF**  
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6th Revised Page BA-71  
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RULE	SECTION I - GENERAL RULES
65	<p><u>TICKETS</u> (Continued)</p> <p>(F) <u>NON-TRANSFERABILITY</u></p> <p>(1) A ticket is not transferable, but Carrier shall not be liable to the person entitled to be transported or to the person entitled to receive such refund for honoring or refunding such ticket when presented by someone other than the person entitled to be transported thereunder or to a refund in connection therewith.</p> <p>(2) If a ticket is in fact used by any person other than the person to whom it was issued, with or without the knowledge and consent of the person to whom it was issued, Carrier will not be liable for the destruction, damage or delay of such unauthorized person's baggage or other personal property arising from or in connection with such unauthorized use.</p> <p>(3) If a ticket is in fact used by any person other than the person to whom it was issued, with or without the knowledge and consent of the person to whom it was issued, Carrier will not be liable for the death or injury of such unauthorized person arising from or in connection with such unauthorized use (See NOTE).</p> <p><u>NOTE:</u> Except to the extent provided in Rule 55(C)(4) (LIABILITY OF CARRIERS), rules affecting liability of carriers for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States and this rule is included herein as part of the tariff filed with governments other than the United States and not as part of BA-1 Tariff C.A.B. No. 505 filed with the Department of Transportation.</p> <p>(G) <u>PREPAID TICKET ADVICE</u></p> <p>(1) <u>General</u></p> <p>(a) Tickets may be purchased by means of a prepaid ticket advice (PTA), however unless otherwise provided, payment for a PTA will not constitute ticket issuance. The ticketing time limit requirement, when specified in the rule governing the applicable fare will be met only when the ticket itself is issued.</p> <p>(b) The PTA charge is non-refundable.</p> <p>+[(C)(2) <u>Service Charge</u> (Applicable for transportation to/from Canada)</p> <p>(a) Unless otherwise provided, purchase of a Prepaid Ticket Advice (PTA) will constitute purchase and issuance of ticket.</p> <p>(b) The carrier will impose a service charge, as stated below, for each Prepaid Ticket Advice (PTA) issued. This service charge is not subject to any discount and cannot be refunded. The charge shall accrue to the carrier issuing the PTA.</p> <p style="text-align: center;"><u>SERVICE CHARGE</u></p> <p style="text-align: center;"><u>CAD</u></p> <p>+[(I)54.00 (Applicable for travel between Canada and Area 2/3 and within Area 2/3)</p> <p>+[(I)54.00 (Applicable for travel wholly within Area 1)</p> <p>+[(N)(3) (Applicable for transportation to/from the U.S.A)</p> <p><u>Service Charge</u></p> <p>(a) Unless otherwise provided, purchase of a Prepaid Ticket Advice (PTA) will constitute purchase and issuance of ticket.</p> <p>(b) The carrier will impose a service charge of USD 75.00 for each prepaid ticket advice (PTA) issued. This service charge is not subject to any discount and cannot be refunded. The charge shall accrue to the carrier issuing the PTA.</p> <p style="text-align: center;"><u>SERVICE CHARGE</u></p> <p style="text-align: center;"><u>USD 75.00 (International)</u></p> <p style="text-align: center;"><u>USD 75.00 (Applicable for travel wholly within Area 1)</u></p>

For unexplained abbreviations, reference marks and symbols see Pages 21 through 30.

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(Except as Noted)

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RULE	SECTION I - GENERAL RULES
C 75	<p><b>+ [C] CURRENCY OF PAYMENT</b></p> <p>Subject to exchange laws and Government Regulations, the following rules shall apply:</p> <p>(A) <b>PAYMENT IN COUNTRY OF COMMENCEMENT OF TRANSPORTATION</b>        Payment shall be made as follows:        (1) In the currency of the country of commencement of transportation, or        (2) in any currency acceptable to the carrier, provided that the equivalent of the local currency fare is collected at the bankers buying rate of exchange in effect on the date of issuance of the transportation document.</p> <p>(B) <b>PAYMENT OUTSIDE THE COUNTRY OF COMMENCEMENT OF TRANSPORTATION</b>        Payment shall be made as follows:        (1) The amount to be paid shall be determined by converting the total amount to be collected, expressed in the currency of the country of commencement of transportation, into the currency of the country of payment at the applicable bankers selling rate of exchange in effect on the date of the transaction.        (2) Payment shall be made either in the currency of the country of payment, or in any currency acceptable to the carrier, provided that the equivalent of the local currency amount of the country of payment established in accordance with paragraph (1) above is collected at the bankers buyers rate of exchange on the date of the transaction.</p> <p>(C) <b>RATES OF EXCHANGE</b>        (1) (Applicable for the USA)        The bankers rates referred to in the Payment Rules means the unit rate published each Tuesday in the Wall Street Journal under the heading "Foreign Exchange". This rate will be applicable from Wednesday of each week up to and including Tuesday of the following week. When a national holiday falls on Monday, foreign exchange rates do not appear in the Tuesday edition of the Wall Street Journal. In such exceptional cases, the previous week's rates are used through Wednesday instead of Tuesday and the Wednesday edition of the Wall Street Journal will be used for the period Thursday through Tuesday.        (2) (Applicable for Canada)        The Bankers Buying Rate or Bankers Selling Rates means the unit rate published in the <u>Toronto Globe and Mail</u> Friday edition each week, as the Foreign Exchange mid market rate in Canadian Funds. For currencies not quoted in such publication, the bankers rate shall mean the bank buying rate quoted by the Royal Bank of Canada, Main Office in Winnipeg, as of the close of business on Thursday of each week. These rates will be applicable from Monday of the following week up to and including the following Sunday.</p> <p>(D) <b>EN-ROUTE REASSESSMENT OF FARE</b>        (1) The fare will be reassessed in the currency of the country of commencement of transportation.        (2) The local currency fares to be used will be those applicable at the time of commencement of transportation.        (3) The IATA Rate of Exchange to be used will be that applicable at the time of original ticket issuance.        (4) If an en-route reassessment of the fare results in a refund, the amount of the refund shall be converted using the Banker's Rate applicable at the date of the refund, except when original payment has been made in a currency other than the currency of the country of commencement of transportation, refunds in the same currency as originally tendered will be made at the exchange rate used for the original payment.        (5) If an en-route reassessment of the fare results in an additional collection, the amount of additional collection shall be converted using the Banker's Selling Rate applicable at the date of original collection.</p> <p><b>NOTE:</b> BA will pay the refund in the same form (i.e. cash, check, credit card, etc.) that was used in purchasing the original transportation document. BA, in making the refund, will observe any refund restriction that may be published in the applicable rules governing the original transportation document. Further, BA will observe a government or BA restriction imposed on the conversion and refund of currencies outside the country whose currency was originally collected.</p>

For unexplained abbreviations, reference marks and symbols see Pages 21 through 30.

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RULE	SECTION I - GENERAL RULES
80	<p><b>REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS</b></p> <p>(A) <b>CHANGES REQUESTED BY PASSENGER</b></p> <p>(1) At the passenger's request, carrier will effect a change in the routing (other than the point of origin), carrier(s), class(es) of service, destination, fare or validity specified in an unused ticket, flight coupon(s) or Miscellaneous Charges Order by issuing a new ticket or by endorsing such unused ticket flight coupon(s) or Miscellaneous Charges Order, provided that:</p> <p>(a) Such carrier issued the original ticket; or</p> <p>(b) Such carrier designated in the "VIA CARRIER" box, or no carrier is designated in the "VIA CARRIER" box, of the unused flight coupon or Miscellaneous Charges Order for the first onward carriage from the point on the route which the passenger desires the change to commence. However, where the carrier who issued the ticket is designated as carrier for any subsequent section(s) and has an office or general agent, who is authorized to make endorsements, at the point on route where the changes are to commence or where the passenger makes his/her request for such change, the reissuing carrier shall obtain such issuing carrier's endorsement; or</p> <p>(c) Such carrier has received written or telegraphic authority to do so from the carrier entitled, under (a) or (b) above, to affect the change.</p> <p>(2) When the rerouting results in a change of fare, the new fare and charges shall be constructed as follows:</p> <p>(a) (Not applicable to/from points in the U.S.A.) - If the destination is unchanged, the new fare shall be constructed from the last fare construction point preceding the point at which the rerouting takes place, as shown on the ticket submitted for rerouting, to the fare construction point shown on the ticket submitted for rerouting, beyond which the original fare construction remains applicable.</p> <p><b>NOTE:</b> For the purpose of this rule, fare construction point, as used herein, means the point to which the previous fare was calculated.</p> <p>(b) (Not applicable to/from points in the U.S.A.) - If the destination is changed, the new fare shall be constructed from the last fare construction point preceding the point at which the rerouting takes place, as shown on the ticket submitted for rerouting, to the new destination.</p> <p><b>NOTE 1:</b> The points of origin and destination, as well as the point of outward destination in the case of a round trip, shall also be fare construction points and the fares and charges to be used for the construction of the new fare shall be those which would have been applicable as of the date of commencement of carriage.</p> <p><b>NOTE 2:</b> For the purpose of this rule, fare construction point, as used herein, means the point to which the previous fare was calculated.</p> <p>(c) (Applicable only to/from points in the U.S.A.) - The new fare shall be calculated upon the basis of that which would have been applicable had the passenger purchased transportation for the revised itinerary (which includes those points for which transportation has already been completed) prior to departure from point of origin.</p> <p>(d) Additional passage at the through fare and charges shall not be permitted unless request thereof has been made prior to arrival at the destination named on the original ticket or Miscellaneous Charges Order and after carriage has commenced.</p> <p>(i) A one-way ticket shall not be converted into a round, circle or open jaw trip ticket at the round, circle or open jaw trip discount for any portion already flown. The discount will be applied only to any rerouted portion of the trip and only from the point of rerouting, not based on any portion of the trip already flown.</p> <p>(ii) A round, circle or discounted open jaw trip ticket can be converted into any other one of these categories provided that the request therefor is made prior to arrival at the destination named on the original ticket or Miscellaneous Charges Order.</p> <p>(e) <b>Inclusive Tours</b></p> <p>Nothing herein shall be deemed to permit a passenger traveling on an Inclusive Tour to voluntarily change his routing to a carrier not participating in the Tour and still retain the Inclusive Tour benefits.</p>
C	<p>+ (NI) (iii) Once travel on a fare component has been completed, such fare component may not be used for subsequent voluntary rerouting.</p>

(Continued on next page)

+ - Effective August 25, 1994 for transportation to/from Canada.

For unexplained abbreviations, reference marks and symbols see Pages 21 through 30.

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RULE	SECTION I - GENERAL RULES
80	<p><b>REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS (Continued)</b></p> <p>(A) <b>CHANGES REQUESTED BY PASSENGER (Continued)</b></p> <p>(3) Any difference between the fares and charges applicable under (2) above, and the fares and charges paid by the passenger, will be collected from the passenger by the carrier accomplishing the rerouting who will also pay to the passenger any amounts due on account of refunds.</p> <p>(4) The expiration date of any new ticket issued for a revised routing will be limited to the expiration date that would have been applicable had the new ticket been issued on the date of sale of the original ticket or Miscellaneous Charges Order.</p> <p>(5) Time limits on cancellations and charges for late cancellations will be applicable to revised routings requested by the passenger.</p> <p>(6) When a ticket is presented for rerouting and the only coupons remaining in the ticket are for domestic transportation, such ticket shall not be rerouted for further international carriage. For this rule, Canada and the U.S.A. are considered as one country and Scandinavia is considered as one country.</p> <p>(7) When a totally unused ticket is presented for a change of journey, the ticket shall be refunded and a new ticket shall be issued. The fare for the new journey shall be reassessed based on the fares applicable at the time of commencement of the new transportation and the IATA rate of exchange applicable at the time of reassessment. The international sales indicator shall not be carried forward to the new ticket.</p> <p>(B) <b>INVOLUNTARY REVISED ROUTINGS</b>        In the event the carrier cancels a flight, fails to operate according to schedules, substitutes a different type of equipment or different class of service, is unable to provide previously confirmed space, or the passenger is refused passage or removed, in accordance with Rule 25 (REFUSAL TO TRANSPORT) herein, the carrier will either:</p> <p>(1) Carry the passenger on another of its passenger aircraft on which space is available; or</p> <p>(2) Endorse to another carrier or to any other transportation service the unused portion of the ticket for purposes of rerouting; or</p> <p>(3) Reroute the passenger to the destination named on the ticket or applicable portion thereof by its own services or by other means of transportation and, if the fare, excess baggage charges and any applicable service charge for the revised routing is higher than the refund value of the ticket or applicable portions as determined from Rule 90 (REFUNDS) herein, the carrier will require no additional payment from the passenger, but will refund the difference if the fare and charges for the revised routing are lower; or</p> <p>(4) Make involuntary refund in accordance with the provisions of Rule 90 (REFUNDS) herein.</p> <p>(C) <b>MISSED CONNECTIONS</b>        In the event a passenger misses an onward connecting flight on which space has been reserved for him/her because the delivering carrier did not operate its flight according to schedules or changed the schedule of such flight, the delivering carrier [C] will arrange for the carriage of the passenger or make involuntary refund in accordance with Rule 90 (REFUNDS) herein.</p> <p>(D) <b>FREE BAGGAGE ALLOWANCE</b>        An involuntary rerouted passenger shall be entitled to retain the free baggage allowance applicable for the type of service originally paid. This provision shall apply even though the passenger may be transferred from a First Class flight to an Economy/Tourist/Coach/Thrift Class and is entitled to a fare refund.</p>
C	

For unexplained abbreviations, reference marks and symbols see Pages 21 through 30.

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RULE	SECTION I - GENERAL RULES
85 C	<p><u>SCHEDULES, DELAYS AND CANCELLATIONS</u></p> <p>+ [N] (A) The times shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract of carriage. Given that passengers have a right to information on flight times and schedule changes, British Airways will make reasonable efforts to inform passengers of delays, cancellations and scheduled changes and to the extent possible, the reason for the delay or change.</p> <p>(B) <u>CANCELLATIONS</u></p> <p>(1) Carrier may, without notice, substitute alternate carriers or aircraft.</p> <p>+ [N] (2) The carrier is liable for damage due to delay unless the carrier can prove that it took all reasonable measures to avoid the damage or that those measures were impossible to take.</p> <p>(3) Carrier will cancel the right or further right of carriage of the passenger and his baggage upon the refusal of the passenger, after demand by carrier, to pay the fare or the portion thereof so demanded, or to pay any charge so demanded and assessable with respect to the baggage of the passenger without being subject to any liability therefor except to refund, in accordance herewith, the unused portion of the fare and baggage charge(s) previously paid, if any.</p>
† Effective March 28, 2014 per CTA Decision No. 10-C-A-2014.	
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**RULE****SECTION I - GENERAL RULES**

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**DENIED BOARDING COMPENSATION****(A) DEFINITIONS**

For the purpose of this rule, except as otherwise specifically provided herein:

**AIRPORT** means the airport at which the direct or connecting flight, on which the passenger holds confirmed reserved space, is planned to arrive or some other airport serving the same metropolitan area, provided that transportation to the other airport is accepted (i.e. used) by the passenger.

**ALTERNATE TRANSPORTATION** is air transportation (by an airline licensed by the Department of Transportation) or other transportation used by the passenger which at the time the arrangement is made is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or if none at the airport of final destination no later than 4 hours after the passenger's originally scheduled arrival time.

**CARRIER** means

- (1) a direct air carrier, except a helicopter operator holding a certificate issued by the Department of Transportation pursuant to section 401(d)(1), 401(d)(2), 401(d)(5), or 401(d)(8) of the Act, or an exemption from section 401(a) of the Act, authorizing the transportation of persons, or
- (2) a foreign route air carrier holding a permit issued by the Department of Transportation pursuant to section 402 of the Act, or an exemption from section 402 of the Act, authorizing the scheduled foreign air transportation of persons.

**COMPARABLE AIR TRANSPORTATION** means transportation provided to passenger at no extra cost by a carrier as defined above.

**CONFIRMED RESERVED SPACE** means space on a specific date and on a specific flight and class of service of a carrier which has been requested by a passenger and which the carrier or its agent has verified, by appropriate notation on the ticket or in any other manner provided therefore by the carrier as being reserved for the accommodation of the passenger.

**STOPOVER** means a deliberate interruption of a journey by the passenger, scheduled to exceed four hours, at a point between the place of departure and the place of final destination.

**THE SUM OF THE VALUES OF THE REMAINING FLIGHT COUPONS** means the sum of the applicable one-way fares including any surcharges and air transportation taxes, less any applicable discounts.

**VOLUNTEER** means a person who responds to carrier's request for volunteers and who willingly accepts carrier's offer of compensation, in any amount, in exchange for relinquishing his confirmed reserved space. Any other passenger denied boarding is considered for the purposes of this rule to have been denied boarding involuntarily, even if he accepts denied boarding compensation.

**(B) APPLICABLE BETWEEN POINTS IN CANADA AND POINTS IN THE +[C]EUROPEAN UNION SERVED BY BRITISH****AIRWAYS**

When carrier is unable to provide previously confirmed space due to more passengers holding confirmed reservations and tickets on a flight than there are available seats on that flight, such carrier will:

- (1) Transport persons who are denied confirmed reserved space, whether voluntarily or involuntarily, on its next flight on which space is available, at no additional cost to the passenger regardless of class of service, or;
- (2) If the carrier causing such delay is unable to provide onward transportation acceptable to the passenger, the carrier will provide such transportation on the service of any other carrier or combination of carriers in the same class of service as passenger's outbound flight or in a different class of service at no additional cost to the passenger and subject to the availability of space and acceptability of the passenger providing such flights will be used without stopover and will provide an earlier arrival time at the passenger's destination or next point of stopover or transfer points; and
- (3) Carrier causing such delay will compensate such passenger for carrier's failure to provide confirmed space as follows:

**(a) Conditions for Payment of Compensation**

Subject to the exceptions in this subparagraph, carrier will tender to the passenger the amount of compensation specified in subparagraph (b) when:

- (i) passenger holding a ticket for confirmed reserved space presents himself for carriage at the appropriate time and place, having complied fully with the carrier's requirements as to ticketing, check-in and reconfirmation procedure, and being acceptable for transportation under carrier's tariff; and
- (ii) the flight for which the passenger holds confirmed reserved space is unable to accommodate the passenger and departs without him.

(Continued on next page)

+ - Effective June 7, 2014 per CTA Decision no. 201-C-A-2014

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**NO. BA-1**

6th Revised Page BA-80  
 Cancels 5th Revised Page BA-80

## RULE

## SECTION I - GENERAL RULES

87 DENIED BOARDING COMPENSATION (Continued)(B) APPLICABLE BETWEEN POINTS IN CANADA AND POINTS IN THE EUROPEAN UNION SERVED BY BRITISH AIRWAYS  
(Continued)

## (3) (Continued)

## (a) (Continued)

## (ii) (Continued)

EXCEPTION 1:

The passenger will not be eligible for compensation if the flight on which the passenger holds confirmed reserved space is unable to accommodate him because of:

(aa) government requisition of space, or

(bb) substitution of equipment of lesser capacity when required by operational or safety reasons.

EXCEPTION 2:

The passenger will not be eligible for compensation if he is offered accommodations or is seated in a section of the aircraft other than that specified on his ticket at no extra charge, except that a passenger seated in a section for which a lower fare applies shall be entitled to an appropriate refund.

## (b) Amount of compensation payable for flights from Canada to the European Union

(i) Subject to the provisions of paragraph (B)(3)(a) of this rule, carrier will tender liquidated damages for delay at arrival at point of destination caused by involuntary denied boarding cash or equivalent in the amount of CAD 400 for delay of 0 to 4 hours and in the amount of CAD 800 for delay over 4 hours.

(ii) Said tender will be made by carrier in the day and at the place where the failure occurs, and if accepted will be receipted for by the passenger. Provided, however, that when carrier arranges, for by the passenger's convenience, alternate means of transportation which departs prior to the time such tender can be made to the passenger, tender shall be made by mail or other means within 24 hours after the time the failure occurs.

(iii) At the passenger's option carrier may compensate the passenger with a voucher valid for future transportation in lieu of monetary compensation. The amount of the transportation voucher offered shall be equal to 300 percent of the monetary compensation due to the passenger under subsection (i) and will be validated only for travel on BA. The transportation voucher will be valid for one year from the date of issue and will be non-refundable and non-transferable. The passenger is entitled to exchange a travel voucher for monetary compensation at a rate of CAD 1 for CAD 3 of voucher value within one month of the date on the voucher.

## + [N](c) Amount of compensation payable for flights from the European Union to Canada

(i) Subject to the provisions of paragraph (B)(3)(a) of this rule, carrier will tender liquidated damages for delay at arrival at point of destination caused by involuntary denied boarding cash or equivalent in the amount of 300 EUR for delay of 0 to 4 hours and in the amount of 600 EUR for delay over 4 hours.

(ii) Said tender will be made by carrier in the day and at the place where the failure occurs, and if accepted will be receipted for by the passenger. Provided, however, that when carrier arranges, for by the passenger's convenience, alternate means of transportation which departs prior to the time such tender can be made to the passenger, tender shall be made by mail or other means within 24 hours after the time the failure occurs.

(iii) At the passenger's option, carrier may compensate the passenger with a voucher valid for future transportation in lieu of monetary compensation. The amount of the transportation voucher offered shall be equal to 300 percent of the monetary compensation due to the passenger under subsection (i) and will be validated only for travel on BA. The transportation voucher will be valid for one year from the date of issue and will be non-refundable and non-transferable. The passenger is entitled to exchange a travel voucher for monetary compensation at a rate of 1 EUR for 3 EUR of voucher value within one month of the date on the voucher.

(4) Carrier shall furnish all passengers who are denied boarding involuntarily from flights on which they hold confirmed reserved space a copy of the following written statement:

COMPENSATION FOR DENIED BOARDING

If you have been denied a reserved seat on British Airways, you are probably entitled to monetary compensation. This notice explains the airline's obligations and the passenger's rights in the case of an oversold flight.

COMPENSATION FOR INVOLUNTARY DENIED BOARDING

If you are denied boarding involuntarily, you are entitled to a payment of "denied boarding compensation" from the airline unless:

- (a) you have not fully complied with the airline's ticketing, check-in, and reconfirmation requirements, or you are not acceptable for transportation under the airline's tariff filed with the CTA(A); or
- (b) you are denied boarding because the flight is cancelled; or
- (c) you are denied boarding because of Government requisition of space or because a smaller capacity aircraft was substituted for safety or operational reasons; or
- (d) you are offered accommodations in a section of the aircraft other than that specified in your ticket, at no extra charge. (A passenger seated in a section for which a lower fare is charged must be given an appropriate refund.)

Effective March 25, 2016 per CTA Decision No. 91-C-A-2016

For unexplained abbreviations, reference marks and symbols see Pages 21 through 30.

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(Except  
as Noted)

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RULE

**SECTION I - GENERAL RULES**

87

**DENIED BOARDING COMPENSATION (Continued)**

C

(B) APPLICABLE BETWEEN POINTS IN CANADA AND POINTS IN THE UNITED KINGDOM SERVED BY BRITISH AIRWAYS  
 (Continued)  
 (4) +[X]

(C) APPLICABLE ONLY TO FLIGHTS OR PORTIONS OF FLIGHTS ORIGINATING IN THE UNITED STATES

(1) Boarding Priority

In the event of an oversold flight, carrier will initially request passengers to volunteer for denied boarding. If there are an insufficient number of volunteers, passengers will be involuntarily denied boarding in accordance with the following order of priority.

- (a) Standby passengers and airline or travel industry related employees traveling on a reduced or concessional fare basis.
- (b) Passengers paying less than the full published Economy Class fare.
- (c) Passengers paying the full published Economy Class fare.
- (d) Passengers paying the full Club Class fare.
- (e) Passengers paying the full published First Class fare.
- (f) Unaccompanied young passengers, stretcher cases and escorts and carrier employees whose movement is of a high degree of urgency such as repositioning crews, engineers traveling to urgent operational duty or traveling to or from the scene of an aircraft accident.

(2) Conditions For Payment Of Compensation

Subject to the exceptions in this subparagraph, carrier will tender to passenger denied boarding involuntarily the amount of compensation specified in subparagraph 3 when:

- (a) Passenger holding a ticket for confirmed reserved space presents himself/herself for carriage at the appropriate time and place, having complied fully with carrier's requirements as to ticketing, check-in and reconfirmation procedures and being acceptable for transportation under carrier's tariff; and
- (b) The flight for which the passenger holds confirmed reserved space is unable to accommodate the passenger and departs without him/her.

NOTE: Check-in means that the passenger must present himself at the airport for check-in at least 60 minutes prior to the scheduled departure of the flight on which he holds confirmed reserved space:

EXCEPTION: The passenger will not be eligible for compensation if the flight upon which the passenger holds confirmed space is unable to accommodate him/her because of:

- (i) Substitution of equipment of lesser capacity when required by operation and/or safety reasons; or
- (ii) Passenger is accommodated on the flight for which he holds confirmed reserved space, but is offered accommodations or is seated in a compartment of the aircraft other than that specified on his/her ticket, provided that a passenger seated in a section for which a lower fare is charged shall be entitled to an appropriate refund;
- (iii) Passenger is traveling on a standby fare or, is an airline or travel industry related employee traveling on a reduced or concessional fare basis.
- (iv) Passenger is able to be accommodated on another flight or flights that are planning to reach his/her destination within one hour of the scheduled arrival of his/her original flight.

(Continued on next page)

+ - Effective September 11, 2014 per CTA Decision No. 201-C-A-2014.

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RULE	SECTION I - GENERAL RULES
87	<p><b>DENIED BOARDING COMPENSATION (Continued)</b></p> <p>(C) <u>APPLICABLE ONLY TO FLIGHTS OR PORTIONS OF FLIGHTS ORIGINATING IN THE UNITED STATES (Continued)</u></p> <p>(3) <u>Amount Of Compensation Payable For Denied Boarding Involuntarily</u>          Subject to the provisions of subparagraph (2) of this rule, carrier shall provide for compensation to be paid to a passenger denied boarding involuntarily at a rate of 200 percent of the sum of the passenger's remaining flight coupons up to the passenger's next stopover or, if none, to his destination, with a USD 400.00 maximum.</p> <p><u>EXCEPTION 1:</u> If a carrier arranges for comparable air transportation used by the passenger which, at the time such arrangements are made, is planned to arrive at the passenger's next point of stopover or destination not later than 4 hours after the time of the service on which the passenger held confirmed space, the compensation will be 50 percent of the amount specified above with a USD 200.00 maximum.</p> <p><u>EXCEPTION 2:</u> At the passenger's option carrier may compensate the passenger with credit valid for transportation in lieu of monetary compensation. The amount of the transportation credit offered shall be equal to or greater than the monetary compensation due the passenger and will be validated only for travel on BA. The transportation credit will be valid for one year from the date of issue and will be non-refundable and non-transferable.</p> <p>A tender shall be made by the carrier on the day and place the denied boarding occurs. Provided, however, that when carrier arranges for the passenger's convenience, alternative means of transportation which departs prior to the time such tender can be made to the passenger, a tender shall be made by mail or other means within 24 hours after the time the failure occurs. If the tender is accepted, i.e., used by the passenger, it shall constitute full compensation and liquidated damages for all actual or anticipatory damages incurred or to be incurred by the passenger as a result of carrier's failure to provide the passenger with confirmed reserved space and carrier shall have no further liability to the passenger in respect thereof.</p> <p>(4) <u>For The Purpose Of This Rule:</u>  <u>Confirmed Reserved Space</u> means space on specific date and on a specific flight and class of service of a carrier which has been requested by a passenger and which the carrier or its agent has verified, by appropriate notation on the ticket or in any other manner provided therefore by the carrier's tariff as being reserved for the accommodation of the passenger, except that Confirmed Reserved Space shall not include a verification of reserved space, on flights or portions of flights of foreign air carriers, which originates outside the United States, its territories or possessions.</p> <p>(5) <u>Written Explanation Of Denied Boarding Compensation And Boarding Priorities</u>          The following notice will be furnished to passengers immediately after a denied boarding occurs and will be made available on request at the carrier's airport ticketing points and boarding location.</p> <p style="text-align: center;"><b>COMPENSATION FOR DENIED BOARDING</b></p> <p>If you have been denied a reserved seat on carrier (the applicable carrier abbreviation will be substituted for the term "carrier" in the notice distributed to the passenger), you are probably entitled to a monetary compensation. This notice explains the airline's obligations and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Department of Transportation.</p> <p style="text-align: center;"><b>VOLUNTEERS AND BOARDING PRIORITIES</b></p> <p>If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservation willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily in accordance with the following boarding priority:</p> <ol style="list-style-type: none"> <li>Standby passengers and airline or travel industry related employees traveling on a reduced or concessional fare basis.</li> <li>Passengers paying less than the full published Economy Class fare.</li> <li>Passengers paying the full published Economy Class fare.</li> <li>Passengers paying the full published Club Class fare.</li> <li>Passengers paying the full published First Class fare.</li> <li>Unaccompanied young passengers, stretcher cases and escorts and carrier employees whose movement is of a high degree of urgency such as repositioning crews, engineers traveling to urgent operational duty or traveling to or from the scene of an aircraft accident.</li> </ol> <p style="text-align: right;">(Continued on next page)</p>

For unexplained abbreviations, reference marks and symbols see Pages 21 through 30.

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Original Page BA-83

RULE

**SECTION I— GENERAL RULES**

87

DENIED BOARDING COMPENSATION (Continued)(C) APPLICABLE ONLY TO FLIGHTS OR PORTIONS OF FLIGHTS ORIGINATING IN THE UNITED STATES (Continued)  
(5) (Continued)COMPENSATION FOR INVOLUNTARY DENIED BOARDING

If you are denied boarding involuntarily, you are entitled to a payment of 'denied boarding compensation' from the airline unless:

- (a) you have not fully complied with the airline's ticketing, check-in, and reconfirmation requirements, or you are not acceptable for transportation under the airline's tariff filed with the D.O.I.; or
- (b) you are denied boarding because the flight is cancelled; or
- (c) you are denied boarding because a smaller capacity aircraft was substituted for safety or operational reasons; or
- (d) you are offered accommodations in a section of the aircraft other than that specified on your ticket, at no extra charge. (A passenger who is seated in a section for which a lower fare is charged must be given an appropriate refund.)
- (e) The Airline is able to place you on another flight or flights that are planned to reach your final destination within one hour of the scheduled arrival of your original flight.

AMOUNT OF DENIED BOARDING COMPENSATION

Passengers who are eligible for denied boarding compensation must be offered a payment equal to the sum of the face value of their ticket coupons, with a \$200.00 maximum. However, if the airline cannot arrange 'alternate transportation' for the passenger, the compensation is doubled (\$400.00 maximum). The 'value' of a ticket coupon is the one-way fare for the flight shown on the coupon, including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connecting flights, to the passenger's destination or first 4-hour stopover are used to compute the compensation.

METHOD OF PAYMENT

The airline must give each passenger who qualifies for denied boarding compensation, a payment by check or draft for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours. The carrier may offer free tickets in place of the cash payment. The passenger may, however, refuse all compensation and bring private legal action.

PASSENGER'S OPTIONS

Acceptance of the compensation (by endorsing the check or draft within 30 days) relieves carrier (the applicable carrier abbreviation will be substituted for the term 'carrier' in the notice distributed to the passenger from any further liability to the passenger) caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.

For the explanation of abbreviations, reference marks and symbols used but unexplained hereon, see Pages BA-21 through BA-30.

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**NO. BA-1**

2nd Revised Page BA-85  
 Cancels 1st Revised Page BA-85

RULE	SECTION I - GENERAL RULES
90 C	<p><b>REFUNDS</b></p> <p>†(C)(A) <b>GENERAL</b></p> <p>(1) In the case of refund, whether due to failure of the carrier to provide the accommodation called for by the ticket, or due to voluntary change of arrangements by the passenger, the conditions and amount of refund will be governed by carrier's tariffs.</p> <p>(2) Except as otherwise provided in paragraph (F) of this rule, refund by the carrier for an unused ticket or portion thereof or Miscellaneous Charges Order will be made to the person named as the passenger in such ticket or Miscellaneous Charges Order unless at the time of purchase the purchaser designates on the ticket or Miscellaneous Charges Order another person to whom the refund shall be made, in which event, refund will be made to persons so designated, and only upon delivery of the passenger coupon, all unused flight coupons of the ticket or Miscellaneous Charges Order and one additional proof of amount paid, either canceled check, credit card receipt, or cash receipt. A refund made in accordance with this procedure to a person representing him as the person named or designated in the ticket or Miscellaneous Charges Order will be considered a valid refund and carrier will not be liable to the true passenger for another refund.</p> <p><b>EXCEPTION 1:</b> Refund in accordance with paragraph (E) below of tickets for transportation which have been issued against a credit card will be made only to the credit card account of the person to whom such credit card has been issued.</p> <p><b>EXCEPTION 2:</b> Refund of a ticket which has been issued pursuant to a Prepaid Ticket Advice (PTA) will be made to the person who paid carrier for the ticket.</p> <p>(3) Carrier will refuse to refund on a ticket which has been presented to government officials of a country or to carrier as evidence of intention to depart therefrom unless the passenger establishes to carrier's satisfaction that he has permission to remain in the country or that he will depart therefrom by another carrier or conveyance.</p> <p>(B) <b>CURRENCY</b>        All refunds will be subject to government laws, rules, regulations or orders of the country in which the ticket was originally purchased and of the country in which the refund is being made. Subject to the foregoing provisions, refunds will be made in the currency in which the fare was paid, or in lawful currency of the country of the carrier making the refund or of the country where the refund is made, or in the currency of the country in which the ticket was purchased, in an amount equivalent to the amount due in the currency in which the fare or fares for the flight covered by the ticket as originally issued was collected.</p> <p>(C) <b>SPECIAL HANDLING BY CARRIER</b>        Carrier will make all or any individual refunds through its general accounting offices or regional sales or accounting offices, and will require prior written applications for refunds to be prepared by passenger on special forms furnished by carrier.</p> <p>(D) <b>INVOLUNTARY REFUNDS</b>        (See also Rule 80 (REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS) and Rule 87 (DENIED BOARDING COMPENSATION) - For the purpose of this paragraph, the term "Involuntary Refund" shall mean any refund to a passenger who is prevented from using the carriage provided for in his ticket because of cancellation of flight, inability of carrier to provide previously confirmed space, substitution of a different type of equipment or different class of service by carrier, missed connections, postponement or delay of flight, omission of a scheduled stop, or removal or refusal to carry under conditions prescribed in Rule 25, (REFUSAL TO TRANSPORT) will be computed as follows:</p> <p>(1) When no portion of the trip has been made, the amount of refund will be equal to the fare paid.</p> <p>(2) When a portion of the trip has been made, the amount of refund will be:</p> <p>(a) Either an amount equal to the one-way fare less the same rate of discount, if any, that was applied in computing the original one-way fare (or on round or circle trip tickets, one-half of the round trip fare) and charges applicable to the unused transportation from the point of termination to the destination or stopover point named on the ticket or to the point at which transportation is to be resumed, via:</p> <p>(i) The routing specified on the ticket, if the point of termination was on such routing; or</p> <p>(ii) The routing of any carrier operating between such points, if the point of termination was not on the routing specified on the ticket; in such case the amount of refund will be based on the lowest fare applicable between such points; or</p>

(Continued on next page)

† - Effective January 8, 1994 for transportation to/from Canada.

For unexplained abbreviations, reference marks and symbols see Pages 21 through 30.

ISSUED: November 24, 1993

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(Except as Noted)

† - Effective November 25, 1993 (except to/from Canada) and issued on one (1) day's notice under D.O.T. Special Tariff Permission No. 16582.

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 Cancels 1st Revised Page BA-86

RULE	SECTION I - GENERAL RULES
90	<p><b>REFUNDS (Continued)</b></p> <p>(D) <b>INVOLUNTARY REFUNDS (Continued)</b></p> <p>(2) (Continued)</p> <p>(b) The difference between the fare paid and the fare for the transportation used, whichever is higher.</p> <p><b>EXCEPTION:</b> When a passenger holding a ticket for carriage for a higher class of service between an origin and a destination is required by carrier to use a lower class of service for any portion of such carriage, the amount of refund will be as follows:</p> <p>(i) <b>For One-Way Tickets:</b> The difference between the fare for the higher class of service and the fare for the lower class of service between the points where the lower class service is used;</p> <p>(ii) <b>For Round Trip, Circle Trip or Open-Jaw Tickets:</b> The difference between 50 percent of the round trip fare for the higher class of service and 50 percent of the round trip fare for the lower class of service between the points where the lower class of service is used.</p> <p><b>FOR THE PURPOSE OF THIS EXCEPTION, FARES ARE PUBLISHED IN THE FOLLOWING DESCENDING ORDER OF CLASSES OF SERVICE:</b></p> <p>(a) Concorde fares.</p> <p>(b) First Class fares.</p> <p>(c) Business (Club) Class fares.</p> <p>(d) Economy Class fares.</p> <p>(3) The service charge provided for in Rule 60 (<b>RESERVATIONS</b>) herein, will not be assessed, and any communication expenses paid by the passenger in accordance with Rule 60 (<b>RESERVATIONS</b>) will be refunded, or if such expense at the time has not been collected by carrier, its collection will be waived.</p> <p>(E) <b>VOLUNTARY REFUNDS</b></p> <p>For the purpose of this paragraph, the term "Voluntary Refund" shall mean any refund of a ticket or portion thereof other than an involuntary refund, as described in paragraph (D) of this rule. Voluntary refunds shall be computed as follows:</p> <p>(1) If no portion of the ticket has been used, refund will be the full amount of the fare paid, less any applicable service charge and communication expenses, (See Rules 65 (<b>TICKETS</b>) and 60 (<b>RESERVATIONS</b>)); or</p> <p>(2) If a portion of a ticket has been used, refund will be made in an amount equal to the difference, if any, between the fare paid and the applicable fare between the points between which the ticket has been used, less any applicable service charge and communication expenses. (See Rules 65 (<b>TICKETS</b>) and 60 (<b>RESERVATIONS</b>)).</p> <p>(3) When the refunding of any portion of a ticket would result in the use of such ticket between any points where the carriage of traffic is prohibited, the refund, if any, will be determined as if such ticket has been used to a point beyond which would not result in the violation of carrier's operating rights or privileges. The passenger will be refunded the difference between the fare paid from the point of origin to such farther point and the total fare paid, less any applicable charges.</p> <p>(4) A penalty for voluntary cancellation shall not apply and the total amount paid shall be refunded if such cancellation is made after an increase in the fare is made applicable between the time of the initial payment and the date of travel.</p> <p>(5) <b>Service Charges</b>        (Applicable only to special economy fares between points in the U.S.A. and points in France) A service charge of USD 25.00 will be assessed in any case where the passenger requests a refund of any unused portion of a ticket. In the event the refund is affected by a Passenger Sales Agent, one half of this service charge will accrue to such Agent and one half will accrue to carrier.</p> <p><b>EXCEPTION:</b> This service charge will not apply when the unused portion of an Economy Class ticket is used as a credit toward the purchase of a Concorde, First Class, Business Class or Economy Class ticket.</p>

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 21 through 30.

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3rd Revised Page BA-87  
 Cancels 2nd Revised Page BA-87

RULE

## SECTION I - GENERAL RULES

90

REFUNDS (Continued)(F) LOST TICKET

The following provisions will govern refund of a lost ticket or unused portion thereof:

- (1) When a lost ticket or portion thereof is not found, refund as stipulated will be made upon receipt of proof of loss satisfactory to carrier and after receipt of written request for refund from the passenger. Refund will only be made provided that the lost ticket or portion thereof has not been honored for transportation of, or refunded, upon surrender by any person prior to the time the refund is made and further provided that the passenger agrees to indemnify and hold carrier harmless against any and all loss, damage, claim or expense, including without limitation, reasonable attorney fees, which carrier may suffer or incur by reason of the making of such refund and/or the subsequent presentation of said ticket(s) for transportation or refund of any other use whatsoever.

Refund will be made on one of the following bases, whichever is applicable:

- (a) If no portion of the ticket has been used, and:

- (i) the passenger has not purchased a replacement ticket, refund will be the full amount of the fare paid.  
 (ii) the passenger has purchased a replacement ticket, the carrier which issued the original ticket will refund to the passenger the fare paid for such replacement ticket.

- (b) If a portion of the ticket has been used, and:

- (i) the passenger has not purchased a replacement ticket, refund will be made in an amount equal to the difference, if any, between the fare paid and the applicable fare between the points between which the ticket has been actually used;  
 (ii) the passenger has purchased a replacement ticket, the carrier which issued the original ticket will refund the fare paid for such replacement ticket.

- (2) The foregoing provisions shall also apply to lost Miscellaneous Charges Order, deposit receipts and excess baggage tickets.

- (3) A service charge as indicated below will be imposed per passenger/document for handling such request for refund or replacement of a Miscellaneous Charges Order (MCO); Tour Orders; Supplementary Services Vouchers; Excess Baggage Tickets, stated in USD/CAD (or equivalent local currency):

MCO		EXCESS BAGGAGE TICKETS		SUPPLEMENTARY SERVICE VOUCHERS	
USD	CAD	USD	CAD	USD	CAD
+I170.00	+I190.00	+I170.00	+I190.00	+I170.00	+I190.00

C

C

EXCEPTION: +CANCELLED

- (4) A service charge as indicated below will be imposed per passenger/document for handling such request for refund or replacement of a lost ticket stated in USD/CAD (or the equivalent local currency):

LOST TICKET	
USD	CAD
+I170.00	+I190.00

C

For unexplained abbreviations, reference marks and symbols see Pages 21 through 30.

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as Noted)

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## SECTION I - GENERAL RULES

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 Cancels 12th Revised Page BA-89

RULE

**SECTION I - GENERAL RULES**

115

**BAGGAGE ACCEPTANCE****(A) APPLICABILITY**

This Rule applies to intraline (online) transportation of baggage and interline transportation of baggage where British Airways is selected to apply its own baggage rules to an entire interline itinerary.

**(B) GENERAL CONDITIONS OF ACCEPTANCE OF CHECKED AND UNCHECKED BAGGAGE**

British Airways will accept for transportation as baggage, any good that is necessary or appropriate for the wear, use, comfort, or convenience of the passenger for the purpose of the trip, subject to the following:

**(1) Checked Baggage**

- (a) Once British Airways takes possession of the passenger's checked baggage, BA will issue a baggage identification tag for each piece of checked baggage. A portion of this tag will be provided to the passenger and each bag will be affixed with the corresponding remaining portion of the tag.
- (b) Checked baggage will be carried on the same aircraft as the passenger unless the baggage is delayed or the carrier decides that it is impractical to carry the baggage on the same aircraft. In case of delay, BA will take necessary steps to inform the passenger on the status of the baggage, arrange to deliver the baggage to the passenger as soon as possible unless applicable laws require the presence of the passenger for customs clearance.

**(2) Unchecked Baggage (Hand Baggage)**

- (a) Unchecked baggage to be taken onboard the aircraft must be within British Airways' maximum dimensions.  
 +[X]  
 Handbag/Laptop Bag: 16in x 12in x 6in (40cm x 30cm x 15cm)  
 Additional Bag dimensions: 22in x 18in x 10 in (56cm x 45cm x 25cm) maximum weight 50lbs. (23kgs).
- (b) Unchecked baggage must fit under the seat located in front of the passenger or in the enclosed storage compartment in the passenger cabin of the aircraft.
- (c) Objects which are not suitable for carriage as checked baggage (e.g. delicate musical instruments) will only be accepted for transportation in the passenger cabin of the aircraft if advance notice is given to British Airways and BA agrees to carry the object. Passengers should contact British Airways or review its web site for more information about which objects are not suitable for carriage as checked baggage and will only be accepted for transportation in the passenger cabin of the aircraft upon prior agreement with the carrier.

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 21 through 30.

**ISSUED:** July 6, 2015**EFFECTIVE:** August 20, 2015(Except  
as Noted)

+ - Effective August 18, 2015 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 71067.

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 Cancels 13th Revised Page BA-90

**RULE** **SECTION I - GENERAL RULES**

**115** **BAGGAGE ACCEPTANCE (Continued)**

**(C) FREE BAGGAGE ALLOWANCE**

The passenger is entitled to carry free of charge checked and unchecked baggage as specified and subject to the conditions and limitations set out in the table below:

Checked Baggage - Dimensions: 90cm x 75 cm x 43cm (35.5 in x 29.5 in x 16 in) Total max 208 cm or 82 ins

(1) Adult & Children and Infants with a seat  
 Economy Allowances (UK, Domestic, Euro Traveller, World traveller, Economy)

JOURNEY	ALLOWANCE
IN To/From Worldwide (excluding those mentioned below)	1 bag max, 23 kg (51 lb) ** 1 fully collapsible pushchair (stroller) and 1 car seat
To/From Brazil	2 bags max 32 kg (70 lb) each  ** 1 fully collapsible pushchair (stroller) and 1 car seat
To/From Ghana Liberia Nigeria Sierra Leone Kenya	2 bags max 23 kg (51 lb)* each **1 fully collapsible pushchair (stroller) and 1 car seat
Connecting Between India & Saudi Arabia to USA/Bermuda/Canada via London	*Bags over 23 kgs (51 lb) are subject to a heavy Bag Fee (Section E)
Premium Economy Allowances (World Traveller Plus, Prem Plus)	
JOURNEY	ALLOWANCE
To/From Brazil	2 bags max 32 kg (70 lb) each  ** 1 fully collapsible pushchair (stroller) and 1 car seat
All Other Journeys	2 bags max 23 kg (51 lb)* each **1 fully collapsible pushchair (stroller) and 1 car seat  *Bags over 23 kgs (51 lb) are subject to a heavy Bag Fee refer (Section E)

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For unexplained abbreviations, reference marks and symbols see Pages 21 through 30.

**ISSUED:** June 16, 2015

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## RULE

## SECTION I - GENERAL RULES

115	<p><b>BAGGAGE ACCEPTANCE (Continued)</b></p> <p>(C) <b>FREE BAGGAGE ALLOWANCE (Continued)</b>          (1) (Continued)          Business And First Allowances</p> <table> <tr> <th>CLASS OF TRAVEL</th><th>ALLOWANCE</th></tr> <tr> <td>Club Europe (inc Libya)</td><td>           2 bags max 32 kg (70 lb)            each            ** 1 fully collapsible            pushchair (stroller) and            1 car seat         </td></tr> <tr> <td>Club World (inc Russia) Biz Bed (Openskies) First</td><td>           3 bags (IC) tickets on/before            9th May 2016)            max 32 kg (70 lb) each            **1 fully collapsible            pushchair (stroller)            and 1 car seat         </td></tr> <tr> <td>Club World (inc Russia) Biz Bed (Openskies) First</td><td>           2 bags (IC) tickets on/after            10th May 2016)            max 32 kg (70 lb) each            **1 fully collapsible            pushchair (stroller)            and 1 car seat         </td></tr> </table> <p>(2) Infants Without a Seat</p> <table> <tr> <th>JOURNEY &amp; CLASS</th><th>ALLOWANCE</th></tr> <tr> <td>All journeys and all classes of travel</td><td>           1 bag            90 cm x 75 cm x 43 cm            (35.5 in x 29.5 in x 16 in)            max 23kg (51 lb) each*            *Bags over 23 kgs (51 lb)            are subject to a Heavy            Bag Fee            ** 1 fully collapsible            pushchair (stroller)            and 1 car seat         </td></tr> </table> <p><b>EXCEPTION:</b>          Specialist Fares and Passengers With Special Status          Additional free baggage allowance entitlements will be determined by passenger eligibility based          on their frequent flyer status, by virtue of fare purchased or other factors.  <b>NOTE:</b> In the case of code-share and interline travel, British Airways will determine the free          baggage allowance as shown in Rule 116.          (a) If a passenger exceeds the maximum number of bags permitted and/or the maximum          weight allowed for each bag or the maximum dimensions permitted for each checked or          carried on bag, the passenger will be subject to the excess baggage charges set out          in paragraph (E).  <b>NOTE:</b> This provision does not apply to aids for persons with disabilities.          (b) The passenger's name and point of contact must appear on the baggage. It is          recommended that the name and point of contact also be included inside the baggage.</p> <p>(C)(2) <b>Assistance Dogs Accompanying Passengers</b>          Certified assistance dogs accompanying blind, deaf or disabled passengers travel free of          charge in the aircraft cabin on most flights from the UK; and provided dogs are compliant          with the pet travel scheme (pets), on all British Airways routes approved by Defra to the          UK. For travel into the UK, first point of entry must be either London Heathrow, London          Gatwick or Manchester. To avoid UK quarantine, dogs must travel under the pets travel          scheme. If on connecting flights at London, dogs must also comply with the pet travel          scheme. On board dogs must be properly harnessed, and must not occupy a seat.</p>	CLASS OF TRAVEL	ALLOWANCE	Club Europe (inc Libya)	2 bags max 32 kg (70 lb) each ** 1 fully collapsible pushchair (stroller) and 1 car seat	Club World (inc Russia) Biz Bed (Openskies) First	3 bags (IC) tickets on/before 9th May 2016) max 32 kg (70 lb) each **1 fully collapsible pushchair (stroller) and 1 car seat	Club World (inc Russia) Biz Bed (Openskies) First	2 bags (IC) tickets on/after 10th May 2016) max 32 kg (70 lb) each **1 fully collapsible pushchair (stroller) and 1 car seat	JOURNEY & CLASS	ALLOWANCE	All journeys and all classes of travel	1 bag 90 cm x 75 cm x 43 cm (35.5 in x 29.5 in x 16 in) max 23kg (51 lb) each* *Bags over 23 kgs (51 lb) are subject to a Heavy Bag Fee ** 1 fully collapsible pushchair (stroller) and 1 car seat
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For unexplained abbreviations, reference marks and symbols see Pages 21 through 30.

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