

Our Customer Commitment

We are fully committed to helping each and every one of our customers enjoy the best possible experience, wherever you might be travelling. This page sets out the levels of service that you can expect when travelling with British Airways, as well as relevant information on how we can help, should things not go according to plan.

Canadian Air Passenger Protection Regulations

For travel to and from Canada:

“If you are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations. For more information about your passenger rights please contact your air carrier or visit the Canadian Transportation Agency’s website.

Si l'embarquement vous est refusé, ou si votre vol est annulé ou retardé d'au moins deux heures ou si vos bagages sont perdus ou endommagés, vous pourriez avoir droit au titre du Règlement sur la protection des passagers aériens, à certains avantages au titre des normes de traitement applicables et à une indemnité. Pour de plus amples renseignements sur vos droits, veuillez communiquer avec votre transporteur aérien ou visiter le site Web de l'Office des transports du Canada.”

Delays and cancellations

Whilst it is sometimes unavoidable, we understand that flight delays and cancellations can be extremely frustrating and can disrupt your travel plans. In these situations we are committed to providing you with the best level of service and information possible.

Keeping you informed during a delay or cancellation

If a flight is delayed or cancelled due to an unforeseen problem, we'll do our best to keep you well-informed at the airport and on board the affected aircraft. This information will also be available on ba.com and via our telephone reservation system. We will update our flight status displays and other sources of flight information under our control, and provide the airport the same information so that they can update their flight status displays. Where possible, British Airways will take reasonable steps to contact customers in advance at the phone number(s) provided in your reservation record. If you booked with a travel agency, and no contact number exists in our system, our reservations representatives will attempt to contact the agency. We encourage you to provide us with a mobile phone number and email address so that we can send email and text updates to you during your journey.

Based on the information available, we will promptly provide timely updates, including the reason for the delay or cancellation:

- As soon as we're aware of such a delay or cancellation, and then;
- At regular intervals of 30 minutes until a new departure time for the flight is set, or new travel arrangements for passengers have been made; and
- As soon as possible when new information is available.

In the event of an extended delay or a cancellation

Some delays and cancellations are within an airline's control, whereas others, like those caused by severe weather or airport and air traffic disruptions, are simply out of our hands. Whatever the reason for the delay or cancellation, if your British Airways flight is delayed or cancelled, our agents will do everything possible to assist you.

Standards of Treatment:

When a flight is delayed or cancelled due to reasons within British Airways' control or required for safety purposes, and (i) you have been informed of the delay or cancellation less than 12 hours before the departure time indicated on your ticket, and (ii) you have waited two hours after the departure time indicated on your ticket, we'll provide you with the following:

- Food and drink in reasonable quantities, considering the length of the wait, the time of day and location;
- Access to a means of communication; and
- Hotel or comparable accommodations for overnight delays, for out of town passengers, subject to availability and within reasonable distance from airport, along with transportation to the hotel or other accommodation, and back to the airport.

If the delay is outside of British Airways' control, we'll be happy to offer you our hotel contact information where you can access our valued customer rates.

Alternative Travel Arrangements:

If your flight is delayed by more than three hours or cancelled because of a situation that's outside of our control, here's how your travel plans will be accommodated:

- We'll rebook you on the next available British Airways flight or interline/codeshare carrier on a reasonable air route from the same airport, within 48 hours of the end of the event that caused the delay or cancellation; or

- If we cannot do this, we'll re-route you on any carrier via any reasonable air route to your destination or re-route you from another airport that is within a reasonable distance of your departure airport to your destination (if any). If your new departure is from such an airport, British Airways will arrange for your transportation to that other airport.
- We can also change your return to match the same length of stay if necessary.
- Should you refuse the alternate travel arrangements offered because your travel no longer serves a purpose, please note that any refund is subject to the fare rules applicable.

If your flight is delayed by more than three hours or cancelled due to a situation that is within our control or required for safety purposes, here's how your travel plans will be accommodated:

- We'll rebook you on the next available British Airways flight or interline/codeshare carrier within 9 hours of your original departure time; or
- If we cannot do this, we'll re-route you on any carrier via any reasonable air route to your destination that departs within 48 hours of your original departure time; or
- If we're still unable to provide a confirmed reservation that complies with the above, we'll seek to re-route you from another airport that is within a reasonable distance of your departure airport to your destination (if any). If your new departure is from such an airport, British Airways will arrange for your transportation to that other airport.
- We can also change your return to match the same length of stay if necessary.
- If you refuse the alternate travel arrangements offered because travelling no longer serves a purpose, we'll refund the unused portion of the ticket or, if you aren't at your point of origin, refund your ticket and provide you with a confirmed reservation back to your point of origin that accommodates your needs.

Compensation

If you're a passenger whose flight was cancelled or delayed because of a situation within our control, and you arrive at your original destination with a delay of three hours or more, you'll be entitled to receive compensation for delays and cancellations from British Airways (unless you are informed of the cancellation or of the delay 15 days before the scheduled time of departure).

Compensation for delays and cancellations is calculated based on your arrival time at final destination and is \$400 CAD (for delays at arrival between 3 and 6 hours), \$700 CAD (for delays at arrival between 6 and 9 hours), and \$1,000 CAD (for delays at arrival by 9 hours and more).

If you refuse the alternate travel arrangements offered because travelling no longer serves a purpose, and the delay is within our control, you'll be entitled to receive compensation of \$400 CAD.

Please note that you are not entitled to receive delay or cancellation compensation if you have already been paid denied boarding compensation, or if you have already been paid under another passenger rights regime for the same event.

Tarmac Delays

Sometimes we are affected by lengthy ground delays that can be beyond our control. These may be due to severe weather, air traffic control rulings, government operating restrictions, or airport operator issues that cannot be anticipated.

If a flight is delayed on the ground after the doors of the aircraft are closed for take-off or after the flight has landed, British Airways will provide you with the following: access to lavatories, proper ventilation and cooling or heating of the aircraft, if it is feasible to communicate with people outside of the aircraft, the means to do so, and food and drink, in reasonable quantities, taking into account the length of the delay, the time of day and the location of the airport.

If a flight is delayed on the ground after the doors of the aircraft are closed for takeoff or after the flight has landed, British Airways will provide you with the opportunity to disembark from the aircraft.

Denied Boarding

In order to minimise the effects of customers who book for travel but do not turn up, British Airways, like most major airlines, may overbook flights.

If at departure time more customers with confirmed reservations are present than there are seats available, British Airways will proceed as follows:

Volunteers:

During a denied boarding situation, we will first solicit volunteers who are willing to give up their seat in exchange for compensation.

Boarding Priorities:

If there aren't enough volunteers, we may deny boarding involuntarily to passengers holding a confirmed reservation in the following denied boarding priority. We'll give priority, in the following order, to unaccompanied minors; passengers with a disability, their support person, service animal, or emotional support animal, if any; passengers travelling with family members; and passengers who were previously denied boarding on the same ticket, provided the carrier is informed of this fact.

Information:

If you're involuntarily denied boarding, we'll tell you why you were denied boarding, the compensation and standards of treatment to which you may be entitled as well as the recourses you have available.

Rebooking:

If you're denied boarding because of a situation that's outside of our control, here's how your travel plans will be accommodated:

- We'll rebook you on the next available British Airways flight or interline/codeshare carrier on a reasonable route from the same airport, within 48 hours of the end of the event that caused the denial of boarding; or
- If we cannot do this, we'll re-route you on any carrier via any reasonable air route to your destination or re-route you from another airport that is within a reasonable distance of your departure airport to your destination (if any). If your new departure is from such an airport, British Airways will arrange for your transportation to that other airport.
- Should you refuse the alternate travel arrangements offered because your travel no longer serves a purpose, please note that any refunds are subject to the fare rules applicable to your ticket.

If you're denied boarding due to a situation that is within our control or required for safety purposes, here's how your travel plans will be accommodated:

- We'll rebook you on the next available British Airways flight or interline/codeshare carrier within 9 hours of your original departure time; or
- If we cannot do this, we'll re-route you on any carrier via any reasonable air route to your destination that departs within 48 hours of your original departure time; or

- If we're still unable to provide a confirmed reservation that complies with the above, we'll re-route you from another airport that is within a reasonable distance of your departure airport to your destination (if any). If your new departure is from such an airport, British Airways will arrange for your transportation to that other airport;
- If you refuse the alternate travel arrangements offered because travelling no longer serves a purpose, we'll refund the unused portion of the ticket or, if you aren't at your point of origin, refund your ticket and provide you with a confirmed reservation back to your point of origin that accommodates your needs.

Standard of Treatment:

If you're denied boarding for a situation within British Airways' control or for security reasons, we'll provide you with the following before you board your next flight booked as part of your alternate travel arrangements, unless this would further delay you:

- Food and drink in reasonable quantities, considering the length of the wait, the time of day and location;
- Access to a means of communication; and
- Hotel or comparable accommodations for overnight delays for out-of-town passengers, subject to availability within reasonable distance from airport, along with transportation to the hotel or other accommodation, and back to the airport.

Compensation:

If you're a passenger who is denied boarding involuntarily because of a situation within our control, you'll be entitled to receive "denied boarding compensation" from British Airways, unless:

- You haven't fully complied with the British Airways ticketing and check-in requirements, or you aren't acceptable for transportation under British Airways' conditions of carriage or tariff rules;
- The flight is cancelled or delayed;
- You're offered accommodations on the same flight as the one specified on your ticket, at no extra charge.

Denied boarding compensation is calculated based on your arrival time at destination and is \$900 CAD (if delayed between 0 and 6 hours), \$1,800 CAD (if

delayed between 6 and 9 hours), and \$2,400 CAD (if delayed by 9 hours and more).

Baggage Liability

Ensuring that your baggage is carried safely with you to your final destination is very important to us. However, in the event that your checked bags do not arrive on your flight, we will make every reasonable effort to ensure that they are returned to you within 24 hours.

Certain international conventions govern British Airways liability for lost, damaged or delayed baggage. Under the Montreal Convention, British Airways liability for lost, damaged or delayed baggage is 1,131 Special Drawing Rights (SDR) (approximately CAD 2,300) per passenger. If your baggage is lost or damaged, we will reimburse your checked baggage fees. If you complete a special declaration of higher value at check-in and pay the applicable fee, our liability shall be limited to the higher declared value.

Seating Children with Family

British Airways will do everything possible to ensure children under the age of 14 are seated beside or close to their accompanying family member free of charge. The seating arrangements will be as follows:

In the case of a child who is four years of age or younger, a seat that is adjacent to their parent, guardian or tutor's seat;

In the case of a child who is 5 to 11 years of age, a seat that is in the same row as their parent, guardian or tutor's seat, and that is separated from that parent, guardian or tutor's seat by no more than one seat; and

In the case of a child who is 12 or 13 years of age, a seat that is in a row that is separated from the row of their parent, guardian or tutor's seat by no more than one row.

Your Recourses

Should you wish to file a complaint about our services, please contact our Customer Relations Team or should you prefer to reach us by mail, the address is:

British Airways Customer Relations
2 Park Avenue Suite 1100
New York, NY 10016

You may also file a complaint with the Canadian Transportation Agency.

Listening to your feedback

We are continuously improving our products and services that we offer you and your feedback is invaluable.

If your experience with us does not meet your expectations our Customer Relations team are on hand to resolve any issues as quickly as possible.

Our Customer Relations department is dedicated to addressing unresolved customer comments and concerns. They will acknowledge in writing each complaint received within 30 days of receiving it and shall send a subsequent written response to each complainant within 60 days of receiving the complaint.