



Name change flexibility for Corporate and On Business travellers

V5 21st January 2021 (updates in red)

In addition to our current Book with Confidence & Flexibility policy, British Airways is extending greater flexibility to your existing or new Corporate & On Business bookings with the ability to accommodate one free change in traveller name.

Book with Confidence & Flexibility for existing bookings policy terms and conditions apply, unless specified otherwise in this document.

Terms & Conditions specific to this policy

- Existing bookings ticketed before 3rd March 2020, for travel commencing up to and including 28th February 2021
- New ticketed bookings made between 3rd March 2020 - 31st October 2020
- Rebooking valid for travel (outbound & inbound) by 30th April 2022
- All On Business and Corporate deal tickets (dealt and published fares with Corporate or On Business identifier)
- Valid for On Business bookings made with using points or discount
- Original ticket issued using valid CLID, On Business number or BACCI code present in booking
- Valid on wholly unused tickets
- These conditions apply to tickets issued on British Airways (125)
- No-show as per original ticket fare rules
- Name change only permitted on new booking for BA/BA*

GDS Policy process

- Create a new PNR in the new traveller name on BA/BA* flights
- Add mandatory PNR OSI (Other Service Information) reflecting waiver code followed by CLID, On Business number or BACCI code identifier - **OS BA NAME CHANGE WAIVER XXXXX**
- If the new booking is for a different traveller but contains the same ticketed dates/routing, you must include the mandatory name change waiver in the endorsement in this format only **FE BWC NAME CHG WAIVER** / [followed by endorsement conditions of new ticket as shown at time of pricing]
- If the new booking is for a different traveller using the unused value of the original ticket, the original non-refundable credit amount must remain non-refundable and this amount included in a mandatory endorsement as well as the one free name change in this format only **FE BWC COVID19/NAME CHG WAIVER/GBPXXX NONREF** *include any other endorsement info from new fare*
- If you have an additional collection or residual value or ancillaries, please refer to the section 'My Customer is ready to make a change, how do I proceed' on our Book with Confidence & Flexibility policy
- Ensure CLID, On Business number or BACCI code is present in the Tour Code box, where applicable as per standard pricing/ticketing processes



- Failure to adhere to these conditions will result in an ADM being issued.

NDC Policy process

- Create & price a new PNR in the new traveller name on BA/BA* flights
- Call our local Trade Support team during office hours quoting the original ticket number
- Trade Support will reissue the ticket and if the new ticket value is more expensive than the original fare purchased, this needs to be collected. If the fare is less than originally paid, the residual value will be issued on a non-refundable EMD, to be redeemed for future travel on British Airways.