



## Book with Confidence & Flexibility for existing bookings

### Trade GDS Policy **V28 20<sup>th</sup> April 2023** (updates in red)

Since its introduction in March 2020, our Book with confidence policy offered customers maximum flexibility to change or cancel their travel plans, when it mattered most. As many travel restrictions and testing requirements gradually lift around the world, this policy is changing effective today.

Bookings made on or after 8<sup>th</sup> June 2022 will no longer be covered under this policy and will be governed by the fare rules on the ticket and our standard conditions of carriage; however, should new major travel restrictions be introduced, specific Customer Guidelines will be issued.

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## When does this apply?

- Existing bookings ticketed before 3<sup>rd</sup> March 2020, for travel commencing up to and including 28<sup>th</sup> February 2021
- Ticketed bookings and/or flight changes made from 3<sup>rd</sup> March 2020 up until and including 7<sup>th</sup> June 2022 (00.00 GMT) will still be covered by the flexibility within this policy
  - change booking fee waived or eligible for voucher, if travel (outbound and inbound) up to 30<sup>th</sup> September 2022
  - voucher validity remains for use up until **30<sup>th</sup> September 2024**
- Ticketed Bookings and/or flight changes made on/after 8<sup>th</sup> June (00.01 GMT) will revert to standard fare rules being applied and
  - no voucher option at this stage
- These conditions apply to tickets issued on British Airways (125), for any carrier routing
- Rebooking with credit valid for travel (outbound & inbound) by **30<sup>th</sup> September 2024** or EMD (RSVT) for future travel valid on:-
  - BA through fares and/or marketed routes
  - Combined BA routing with SJB, AJB, Qatar JB
  - IAG partner fares
  - SJB, AJB, Qatar JB and IAG partner routes/fares
  - BA\*MN (Comair) operated flights, either domestic within Africa or in connection with a BA operated mainline flight
  - BA routings which includes Sunair, only if the routing is in connection to/from a BA mainline flight
- Other carriers issued tickets may have different rules

## When would this policy not be permitted?

- Voluntary cancellations made prior to our **existing bookings** policy being issued on 13<sup>th</sup> March 2020
- Voluntary cancellations made prior to our **new ticketed bookings** policy being issued on 3<sup>rd</sup> March 2020.
- Bookings made on/after 8<sup>th</sup> June 2022
- Any ticket coupons where the passenger no-shows for an operated flight

## The below policy covers ticketed booking up until & including 7<sup>th</sup> June 2022

### What flexibility does the policy permit?

- **Ability to change the date & routing (origin & destination) regardless of whether travel has commenced.** If new fare and taxes are higher, the customer will need to pay the difference. If the new fare and taxes are lower, an EMD must be issued for the difference which can then be used as part payment for further travel
  - Any associated ancillaries to the original ticket will be carried forward to the new travel dates with the exception of any prepaid excess baggage (XBAG) **or pre-paid meals** which must be refunded as non-transferrable. Customer will need to purchase XBAG **or pre-paid meal** online if still required on new journey
- **Waiver of change fee**  
 ATPCo has designed a solution called 'Emergency Flexibility for Voluntary Changes and Refunds'. This allows airlines to apply more flexible changes and/or refund conditions to the original fare rules which, at time of ticket issuance, would have been more restricted.  
 Although airlines fare rules will still display the original fare rule conditions in the GDS, the more flexible conditions will be applied provided the ticket presented for change or refund falls within the airlines' flexible policy.  
 BA has implemented the Emergency Flexibility solution to all our fare products, published and private. This will improve efficiencies in terms of servicing using the GDS Automated Changes functionality  
 This solution does not extend to refund conditions which are as per the original ticketed fare.
- **The ability to retain the unused value of their ticket towards future travel as credit.**
  - The total value is carried forward. This includes the fare, taxes, fees & charges which appear on the original ticket
  - Customers opting for 'credit' are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non refundable
  - Confirmation of opting for 'credit' applies once the booking is modified with the relevant process steps outlined in this policy
  - New travel must be completed (outbound & inbound) by **30<sup>th</sup> September 2024**.
  - The customer must retain their ticket number and quote this when they are ready to make a new booking
  - Where your GDS has the functionality developed you can exchange the wholly unused ticket to BA 125 voucher (EMD RFIC D/98B).

### My customer is not ready to fly, how do I hold the unused portion of the ticket for future credit?

- If travel has not commenced: -
  - Insert mandatory PNR OSI (Other Service Information) in this format only before removing any flight segments element - **OSI BA BWC COVID19**

- Ensure you end the PNR and reopen to continue servicing. The mandatory OSI is now retained in the history of the booking.
  - This OSI is applicable as from the date of this communication, 19<sup>th</sup> March 2020. Any booking previously amended prior to this date do not require this OSI.
- Cancel the original booking prior to departure of first flight.
  - In order to hold the value of the unused ticket as credit, an itinerary must be changed or cancelled any time prior to the ticketed departure date to avoid a no show. A 'credit' request post no show will be rejected and fare rules will apply
- **It is important that the customer is advised to retain their ticket number** for future use and in opting for 'credit' they are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non-refundable.
  - New travel must be completed (outbound & inbound) by **30<sup>th</sup> September 2024**. Customer should also be advised that they must return to their original issuing agent to use the future travel credit.
    - If the customer advises that they cannot locate their original ticket number, you must refer to your GDS Helpdesk and request a historical PNR to access the ticket number
- If the customer is mid-journey: -
  - Insert mandatory PNR OSI (Other Service Information) in this format only before removing any flight segments element - **OSI BA BWC COVID19**
  - Ensure you end the PNR and reopen to continue servicing. The mandatory OSI is now retained in the history of the booking.
    - This OSI is applicable as from the date of this communication, 19<sup>th</sup> March 2020. Any booking previously amended prior to this date do not require this OSI.
  - The unused portion of the itinerary should be cancelled and the PNR kept live
  - Please contact your GDS Helpdesk on how to retain PNR live with a MISC or retention line which are non active air segments. We recommend retaining the PNR for 355 days in the future to avoid multiple changes.
  - Passive, inactive or non-productive segments must comply with our ADM policy to avoid charges. These include any segments with a status AK/AL/AN/BK/BL/BN/GK/GL/GN/MK/PK/PU/PL/YK/ZK
  - **Based on airline policy**, systems will be implementing changes to ensure existing PNRs (**and related pricing context**) as well as accountable documents (ETKTs / EMDs) will not purge and still be accessible to the agents for future servicing
- **It is important that the customer is advised to retain their ticket number** for future use and in opting for 'credit' they are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non-refundable.

- New travel must be completed (outbound & inbound) by **30<sup>th</sup> September 2024**. Customer should also be advised that they must return to their original issuing agent to use the future travel credit.
- If the customer advises that they cannot locate their original ticket number, you must refer to your GDS Helpdesk and request a historical PNR to access the ticket number

### My customer is ready to use their credit (existing ticket) for future travel, how do I proceed?

- The customer should advise you of their original ticket number to be used as payment
- Validate the credit is being used on travel which must be completed (outbound & inbound) by **30<sup>th</sup> September 2024**.
  - Ticket time limit will be as per the new fare rules regardless of if journey has not commenced or if mid-journey
- Either use the existing booking if still available in the system or create a new booking and use the original ticket as payment or part payment using automated repricing or where this is not possible, revert to manual repricing.
  - **Based on airline policy**, systems will be implementing changes to ensure existing PNRs (**and related pricing context**) as well as accountable documents (ETKTs / EMDs) will not purge and still be accessible to the agents for future servicing
- Insert mandatory PNR OSI (Other Service Information) in this format only - **OSI BA BWC COVID19**
  - This OSI is applicable as from the date of this communication, 19<sup>th</sup> March 2020. Any booking previously amended prior to this date do not require this OSI.
- If the new ticket value is more expensive than the original fare purchased, this needs to be collected from the customer. Use the automated ticket changer. Where this is not possible, revert to manual repricing
- If the new ticket value is less than the original fare purchased, the residual value must be issued on a non-refundable EMD to be redeemed on future travel on British Airways. This functionality is only **currently available to Amadeus users**. Please refer to your GDS for EMD entries. For all **other GDS** users please refer to the section 'How do I reissue and create a residual value?' Manual EMDs are not accepted and may result in an ADM being issued.
- During exchange/reissue of the original ticket towards a new ticket, the newly issued fare rules and ticket validity apply. The original non-refundable amount must remain non-refundable and this amount included in a mandatory endorsement in this format only:-  
**FE BWC COVID19/GBPXXX NONREF/***include any other endorsement info from new fare*
- Associated ancillaries will need to be reassigned to the new ticket by Trade Support.
  - Excess baggage (XBAG) must be refunded as non-transferrable. Customer will need to purchase XBAG online if still required or call Trade Support

- Paid for seating will be transferred with the ticket however, you must call Trade Support to reassign
- Effective from policy update v6 5<sup>th</sup> May 2020, add ticket endorsement, **BWC COVID19**

## EMD conditions

- An EMD is non-refundable and can only be used when exchanging a ticket document as payment towards future transportation, not any ancillary service
- EMD (RFIC – D/99I & D/98B) must be used and travel must be completed by **30<sup>th</sup> September 2024**.
- You must ensure that when issuing an EMD (RFIC – D/99I & D/98B), the lead passengers email address is added to the service remarks
- Add endorsement - FE BWC COVID19/NON-REF/TRAVEL MUST BE COMPLETED BY **30SEP2024**
- For the passenger to redeem an EMD in any of the following channels, your GDS or BA.com, the passenger will need to be informed of the following information.
  - Voucher owner's last name
  - Voucher owner's email address
  - EMD number

## Can I convert my customers credit (existing ticket) to a voucher?

This will depend on the GDS capability. Currently Amadeus and Travelport – Galileo, have confirmed the voucher development. ETKT and voucher servicing by GDS is listed below.

### Amadeus agents in BSP countries can:

- Exchange an ETKT when the new fare is the same value or higher as part of the re-price/exchange transaction
- Exchange an ETKT when there is residual value EMD (RFIC – D/99I) as part of the re-price/exchange transaction
- Exchange an ETKT (its value) to EMD (RFIC – D/98B) for future travel voucher.
- Exchange an EMD (RFIC – D/99I or D/98B) as part or full payment towards an ETKT

### Travelport - Galileo agents in BSP countries can:

- Exchange an ETKT when the new fare is the same value or higher as part of the re-price/exchange transaction
  - If the fare is lower, the ticket exchange and residual value EMD will made by BA, once you complete the webform available on the BATravelTrade.com homepage under COVID-19 latest information – find out more or by using the following link  
<https://www.britishairways.com/en-gb/traveltrade/bwc/form>
- Exchange an ETKT (its value) to EMD (RFIC – D/98B) for future travel voucher.
- Exchange an EMD (RFIC –D/98B) (its value) towards an ETKT

**All other GDS for BSP and ARC countries can:**

- Exchange an ETKT when the new fare is the same value or higher as part of the re-price/exchange transaction
  - If the fare is lower, the ticket exchange and residual value EMD will be issued by BA, once you complete the webform available on the BATravelTrade.com homepage under COVID-19 latest information – find out more or by using the following link  
<https://www.britishairways.com/en-gb/traveltrade/bwc/form>

**Visibility exchanged documents by BA**

- In all cases above, BA has completed all the required activation to allow agents to have access to airline exchanged documents provided they were the issuer of the original document. This is regardless of which GDS/PSS the agent is using. Agents are advised to check with their GDS Helpdesk if they are permitted to view/exchange such documents once the airline has performed the transaction. Amadeus and Travelport – Galileo have confirmed this.
- For those GDS that have not opened access to airline exchanged documents, you will need to contact Trade Support for document reissue or exchange servicing.

**Can the credit for future travel be used for other people?**

- Name changes are not permitted however, the people in the original booking do not need to travel together. Each person in the original booking will have had their own ticket number which can be used jointly or separately against a new booking.

**My original booking has a ‘no show’ remark and a flight has now cancelled can I offer the passenger a refund?**

- In this instance fare rules would apply regarding any refund, as customer is still required to cancel their booking if no longer planning to travel.
- Customers opting for ‘credit’ **must** do so before a no show. Please refer to **“The ability to retain the unused value of their ticket towards future travel as credit”** outlined in this policy for additional information on ‘credit’ usage.

**What if the new flight subsequently cancels?**

- Standard customer guidelines apply and any unused coupons will be fully refundable to the original form of payment