



EUROPE/LATAM/AFRICA group bookings policy (Trade ONLY- issued 24th of August 2021)

In order to assist our Trade partners on all existing, new, ticketed and unticketed Group bookings, the following policy has been introduced.

For un-ticketed existing and new bookings for travel until 31MAR22:

Option 1

- We allow bookings to be cancelled up to 30+ days before departure (first segment on the booking)
- We will not generate an ADM for cancellation within the update window

Option 2:

- 1 free change permitted within system range
- Any additional fare and taxes will be applicable
- New date must be known to change the booking.
- Re-routing permitted
- Please contact BA Groups Department to add authorisation for the change.

For un-ticketed existing and new bookings for travel on/after 01APR22:

- Bookings can be cancelled without fees up to 90 days before departure.
- Please contact BA Groups department to manually override the default option of 30 days

For ticketed bookings, if the new date is known:

- No refund, unless flight shows UN in the PNR.
- Allow one free date change within validity of the ticket.
- Allow one free name change per passenger.
- Re-routing is permitted.
- Any additional fare and taxes must be collected.
- Group must complete travel (inbound and return) by September 2023.

For rebooking, when the future date is unknown:

- Group must complete all new travel (outbound and return) by September 2023.



- The original ticketed PNR must be kept live for 12 months by entering a future date GK sector.
- If you are unable to enter a GK sector for a future date, please send an email to the Groups Department.

Frequently Asked Questions

Will we ensure that no ADMs are raised if travel agent cancels the booking?

- We can stop ADMs to be raised for un-ticketed bookings as long as travel agent sends an email to the Groups Department when they cancel space.
- When we receive the email, we will ensure we remove the PNR from the uptake report, so that an ADM is not generated.
- Travel agent should ensure a remark is added in the PNR, stating the reason for cancellation.

How can travel agent process the free 'name change'?

- Travel agent should contact the Groups Department.

Can the original number of passengers be reduced if minimum group size is still there?

- This will depend on the size of the group. Please send request via email to the Groups Department.

What happens if tickets are already issued, and the number of passengers needs to be reduced?

- If one flight segment is UN, ticket is fully refundable.
- If flights are operating, only taxes can be refunded.
- Alternatively travel agent may use those tickets for future travel until September 2023 (1 free name change / re-routing permitted, but any additional fare and tax will need to be collected).

What happens if the group is already ticketed and flights still operate, and travel agent books a new group but the new fare is lower than original fare?

- Previous fare will be kept – no option for refund the difference.