



BOOK WITH CONFIDENCE POLICY

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.

- We have introduced [E-Ticket re-issue with residual value webform](#) for non-Amadeus users where your GDS provider does not support residual value EMD functionality on British Airways 125 tickets.
- 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

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**.

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 September 2023.
- The customer must retain their ticket number and quote this when they are ready to make a new booking.

[Click here for full details of this policy](#)

Visit britishairways.com/trade for the latest policies and updates.



Excludes Group & NDC bookings

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