



MESSAGING PASSENGERS BOOKED THROUGH AMADEUS WITH OPERATIONAL CHANGES

Amidst this challenging environment, it is imperative that passengers are fully aware of any changes to their travel plans.

To ensure that British Airways passengers are kept up to date with any changes to their travel itineraries, as of today, any passengers booked through Amadeus and whose flights are impacted by an operational change within 30 days of their departure date, will receive an email notifying them of the change. These may include some of the scenarios below:

- Flight cancellation without rebooking
- Flight cancellation with rebooking
- Flight cancellation with rebooking including a cabin change
- Operational cabin change (but same flight)
- Timing change:
 - o If 10 minutes or more, the sector will also be tidied up from TK to HK
- Flight number change (no change to flight itself, just being given a different flight number)

The purpose of directly emailing passengers is to ensure that passengers are fully aware of any changes to their travel itinerary and prompt them to contact their travel agent to take any necessary action, to avoid as much inconvenience as possible.

These emails will be sent to all British Airways bookings with a schedule including British Airways marketed (e.g. American Airlines operated and British Airways marketed).

There will be no change to the way changes are queued through Amadeus systems and these emails will only be sent to passengers booked through Amadeus. At no point will these emails be used to message customers with marketing or promotional activity.