

The Executive Club – Tier Flexibility & Voucher Policy

Effective date: 26 March 2020

Following the Executive Club Tier Flexibility policy update on Friday 20 March 2020, please find the latest policy for Executive Club Members due to upgrade or renew in April, May and June. This also includes an automatic 6-month expiration extension of Companion Voucher and Gold Upgrade Vouchers.

We are sending out emails to all eligible customers. Those who are already eligible for renewal under this policy and/or have a current Companion or Gold Upgrade Voucher will be emailed from today. All customers who are eligible for upgrade under this new policy will be emailed in due course.

The below summary is detailed on BA.com:

Executive Club Tier Flexibility Policy

We understand the substantial impact these unprecedented times are having on the lives of our Executive Club Members. We have taken steps to protect the Tier status and well-earned benefits of our Members.

We'll be lowering Tier Point thresholds by 30% for all Members due for Tier upgrade or renewal in April, May and June. This results in lower Tier qualification thresholds as laid out below

- Bronze: 210 Tier Points
- Silver: 420 Tier Points
- Gold: 1050 Tier Points
- Gold Guest List (Renewal): 2100 Tier Points **(not on BA.com, internal only)**
- Gold Guest List (Upgrade): 3500 Tier Points **(not on BA.com, internal only)**

To ensure our members still have the opportunity to use their Gold Upgrade Vouchers, Companion Vouchers and Travel Together Tickets earned via a British Airways credit card, we're applying a 6-month expiration extension to any current vouchers.

The situation is constantly changing, which is why we're continuously reviewing our policy and will communicate any updates.

Customer FAQs

Q. How do I benefit from the Tier Flexibility policy?

If you are eligible for a Tier upgrade or renewal under this policy, there is no need to contact us. This will be processed automatically once your Tier Point collection year ends and you will receive an email from the Executive Club team to confirm this.

In the meantime, you will not see any changes to your account until the start of your new Tier Point collection year.

Q. My Tier Point collection year ends in July 2020 or thereafter. Does the Tier Flexibility policy apply to me?

The Tier Flexibility policy only applies to Members due for renewal in April, May and June 2020. We understand that the situation is constantly changing, which is why we are continuously reviewing our policies and will be in touch with any changes that are applicable to your membership in the future. There is no need to contact us.

Q. Where can I see my Tier Point collection year end date?

This can be viewed on the My Executive Club page on BA.com or the mobile app. This is shown underneath your current Tier Point total on BA.com, or at the bottom of the 'My account' page on the mobile app.

Q. I redeemed a Companion Voucher, or Travel Together Ticket, earned via a British Airways credit card on a booking that was changed or cancelled. Does the 6-month extension apply to me?

If you've applied a Voucher, or Ticket to a booking for travel from 1 March 2020, should your flight(s) get cancelled or you defer your travel to a later date, we will apply a 6-month extension to your voucher. This will happen automatically and there is no need to contact us.

Q. I redeemed a Gold Upgrade Voucher on a booking that was changed or cancelled. Does the 6-month extension apply to me?

If you've applied a voucher to a booking for travel from 1 March 2020, should your flight(s) get cancelled or you defer your travel to a later date, we will apply a 6-month extension to your voucher. This will happen automatically and there is no need to contact us.

Q. I am close to earning a Companion Voucher, or Travel Together Ticket, with a British Airways credit card. Does the 6-month extension apply to me?

We want to maximise the opportunity for Members to use their well-earned vouchers. If your Companion Voucher, or Travel Together Ticket, earned via a British Airways credit card is issued during March, April, May or June 2020, we will be automatically applying a 6-month extension. This may take some time to reflect in your account, however there is no need to contact us.

This does not currently apply to Gold Upgrade Vouchers.

Q. Is my voucher included in the 6-month extension policy?

This policy covers all vouchers earned using a British Airways credit cards including:

- American Express Companion Vouchers
- Chase Travel Together Tickets
- RBC Companion Award Vouchers
- Asba Companion Vouchers
- RSB American Express Companion Vouchers
- RSB World Mastercard Companion Vouchers.

This policy also includes Gold Upgrade Vouchers.