

The British Airways – Qatar Airways Joint Business Trade Sales Communications – Customer Benefits and Policy

Background

The Joint Business between British Airways and Qatar Airways launches on 30 October 2016 with flights open for sale from 27 October 2016. This Joint Business will provide customers with access to a larger network within Europe, the Middle East, Africa and Asia and up to 7 flights a day between London and Doha.

As existing **oneworld** partners, British Airways and Qatar Airways customers already have access to a wide range of benefits including Priority Check In, Priority Boarding and Lounge Access.

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Check in Opening and Closing Times



Customers travelling on British Airways operated flights can check in online from 24 hours prior to departure. Airport check in closing times vary from 60 minutes to 45 minutes before departure time depending on the airport and the type of flight. Please refer to ba.com/information/checking-in for further details or [Manage My Booking](#).

Customers travelling on Qatar Airways operated flights can check in online from 48 hours prior to departure. Airport check in closing time for customers travelling in Economy is 60 minutes before departure, and for customers in First & Business Class cabins it is 45 minutes before departure.

The check in opening and closing times will be determined by which operating carrier the customer is travelling on.

Checked Baggage Baggage Allowance

Free Checked Baggage allowances differ between British Airways and Qatar Airways so please ensure the customer is aware of their entitlement.

		
	Route: LHR-DOH	
Economy	1 bag (max. 23 kg)	30 kg
Premium Economy	2 bags (max. 23 kg per bag)	-
Business Class	2 bags (max. 32 kg per bag)	40 kg
First Class	3 bags (max. 32 kg per bag)	50 kg

Important Note

The customers free Checked Baggage allowance will be determined by who the **marketing carrier** is as explained in the below table.

The Checked Baggage allowance for customers on itineraries that include both British Airways and Qatar Airways sector will be determined by the **Most Significant Carrier** rule as instructed by IATA Resolution 302.

Marketing Carrier	Operating Carrier	Checked Baggage Allowance
British Airways	British Airways	British Airways
Qatar Airways	British Airways	Qatar Airways
Qatar Airways	Qatar Airways	Qatar Airways
British Airways	Qatar Airways	British Airways

Please be aware of the following information regarding a customer's checked baggage allowance:

- Additional baggage allowances for Emerald, Sapphire and Ruby frequent flyers apply as per normal operating carrier policy.
- The maximum single bag weight for both carriers is 32 kg.
- British Airways can accept a maximum number of 10 pieces of checked baggage per passenger though Qatar Airways can accept up to 99 pieces per passenger. Customers wishing to travel with more than 10 pieces must do so on Qatar Airways. No interlining of customers on to British Airways operated flights is permitted as we cannot accommodate more than 10 pieces per passenger.

Heavy and Excess Baggage Charges

On British Airways flights where the British Airways checked baggage allowance applies, customers in Economy cabin whose bags exceed the 23 kg allowance will be charged at the following heavy bag rates: 65 GBP / 75 EUR / 100 USD / 100 CAD per bag.

Customers travelling on British Airways who wish to check in baggage that exceeds their allowance, will be charged an excess baggage rate. For full details on these charges, please visit ba.com

Qatar Airways does not differentiate between heavy and excess baggage charges. Customers wishing to check in baggage that exceeds the baggage allowance weight will be charged per kg. Rates will differ depending on the customer's origin and destination. Please refer to qatarairways.com for full details.

Important Note

The customer's baggage allowance will be determined by who the Marketing carrier is. Likewise, the heavy and excess baggage rates will be determined by who the Marketing carrier is. Please ensure that the customer is aware of their baggage allowance entitlement, and which baggage rates may apply.

Infant & Child Baggage Allowances

In addition to their checked baggage allowance, infants and children are permitted one fully collapsible pushchair and one car seat free of charge when travelling on both British Airways and Qatar Airways.

Pets as Checked Baggage

British Airways does not allow pets, other than Assistance Dogs, to travel in the cabin. Qatar Airways permits the transit of Falcons in the cabin, in addition to Assistance Dogs, though no other pets are allowed.

Customers wishing to travel with a Falcon should be booked on QR prime flights only. No interlining of pets in the cabin or pets as checked baggage is permitted.



Customers wishing to travel with their pet must follow the Cargo procedure of the operating carrier. Charges may apply.

Sporting Baggage

Sporting Baggage is treated no differently from normal checked baggage except for on Qatar Operated flights who offer special rates for sporting baggage. The customer must speak with Qatar Airways after the booking is made if they wish to pre pay for sporting baggage at a reduced rate.

Cabin Baggage

Cabin (Hand) Baggage allowances differ between British Airways and Qatar Airways so please ensure the customer is aware of their entitlement.

		
Economy	1 piece (max. 23 kg and up to 56 x 45 x 25cm)	1 piece + 1 handbag/laptop up to 7 kg each
Premium Economy		-
Business Class	Plus 1 handbag/laptop bag (max. 23 kg and up to 40 x 30 x 15cm)	2 pieces + 1 handbag/laptop up to a 15 kg each
First Class		

Important Note

Customers who are connecting between British Airways and Qatar Airways should be made aware that the **most restrictive cabin baggage allowance will apply for all sectors of their journey.**

Any cabin baggage that exceeds these restrictions may be checked in as a result.

Pets in Cabin

British Airways does not allow pets, other than Assistance Dogs, to travel in the cabin. Qatar Airways permits the transit of Falcons in the cabin, in addition to Assistance Dogs.

Customers wishing to travel with a Falcon should be booked on QR prime flights only.

Lounge Access

As **oneworld** partners, British Airways and Qatar Airways customers can access hundreds of lounges in the **oneworld** network.

Lounge access is available to First and Business (Club World) passengers as well as Emerald and Sapphire frequent flyers.

Lounge access entitlements specifically at London Heathrow and Doha are summarised below:

	LHR T5				LHR T4		DOH Main Terminal						
	BA Concorde Room	BA Galleries First	BA Galleries Club	BA Arrivals Lounge	QR Premium Lounge	Skyteam Lounge	QR Al Safwa Lounge	QR Al Mourjan Lounge	QR First Class Lounge	QR Business Class Lounge	Oryx Lounge	QR Arrivals First	QR Arrivals Business
First Class	● ●	● ●	● ●	●	●	● ●	●	● ●	● ●	● ●	● ●	●	●
Business/ Club World			● ●	●	●	● ●		●	●	●	● ●		●
oneworld Emerald status		● ●	● ●	●		● ●			● ●	● ●	● ●	●	●
oneworld Sapphire status			● ●			● ●				● ●	● ●		

- Passenger may enter the specific lounge
- Guest flying on a BA operated flight may enter the lounge
- Guest flying on any **oneworld** flight may enter the lounge
- Passenger may enter the lounge when travelling on a BA operated flight
- Passenger may enter the lounge when travelling on a QR operated flight

The highest lounge and guest entitlement applies. For example, a passenger travelling in First class with Emerald frequent flyer status will have access to the BA Concorde room.

Seating Policy: General

Customers travelling on British Airways operated flights can pay to pre-reserve their seats when travelling in Economy, Premium Economy and Business Class cabins.

The following customers do not have to pay to pre-reserve a seat:

- Customers travelling in First Class – from time of booking
- Emerald Card Holders – from time of booking
- Sapphire Card Holders (except Exit Rows) – from time of booking
- Ruby Card Holders – from seven days prior to departure
- Customers travelling with Infants – from time of booking

Qatar Airways does not charge for pre-reserved seating and all customers can select their seats from the time of booking.

The above seating policies will apply to the customer depending on who their operating carrier is.

Booking Extra Seats

Customers wishing to purchase an extra seat, whether it be for comfort, a musical instrument, or additional baggage, must do so through the operating carrier of their flight. The marketing carrier is unable to book extra seats on the operating carrier.

Special Assistance Unaccompanied Minors

British Airways do not accept unaccompanied minors.

Unaccompanied minors therefore must be booked directly with Qatar for QR Prime flights only. It is not possible for Unaccompanied Minors to connect between carriers, all travel must be on Qatar Airways operated flights.

Appendix
Codeshare List

LHR-DOH
 DOH-LHR

BA * QR	QR * BA
UK & I - BHX, EDI, MAN Bangladesh – DAC Cambodia – PNH Djibouti – JIB Ethiopia – ADD Indonesia – DPS Iraq – BGW, BSR, EBL, NJF, ISU Oman – SLL Pakistan – ISB, KHI, LHE Pakistan – LYP, MUX, SKT Seychelles – SEZ* On Sale 5/11 (interline from 27/10 to 5/11) Sri Lanka – CMB Sudan – KRT Tanzania – DAR Tanzania – JRO, ZNZ Thailand – KBV Uganda – EBB Vietnam – SGN	UK – EDI, MAN, INV, ABZ, GLA, LBA, NCL, BHD Denmark – BLL Germany – HAM Germany –STR Ireland – DUB Luxembourg – LUX Portugal – FAO, LIS Spain – BIO, IBZ, AGP, PMI, Switzerland - BSL