

Changes to Schedule Change Guidelines

15 June 2022

Dear Partner,

We would like to inform of you changes we're making to our Schedule Change Guidelines, effective as of 15 June 2022. The new policy will be as follows:

- For any timing change less than 2 hours – no involuntary options
- For timing change over 2 hours – free change +2/-2 days, re-book into the same class as the original booking or if not available, the lowest class available in the same cabin
- Timing change over 4 hours – refund offered

There will however be exceptions to this as stated below:

- Customers doing a same day return trip
- Customers on a cruise booking
- Customers who's booking now has an invalid connection due to the schedule change

Kind regards,

British Airways