

# On Business Programme Enhancement: Upgrade using On Business Points for Trade Bookings

## Overview and eligible classes

On Business customers could always use their On Business Points to upgrade bookings they made directly with British Airways. We've enhanced this functionality, so they can now upgrade bookings made by the Trade too.

Provided there is redemptions availability and they hold a valid ticket that has been made in the eligible classes on 125 paper, customers can spend their On Business Points\* to upgrade themselves into the next cabin for either one flight within the booking or the entire journey:

Cabin	Eligible booking classes
World Traveller / Euro Traveller	Y, B, H and K, M, V, L, S, N
World Traveller Plus	W, E, T
Club World / Club Europe	J, C, D, R, I

\*Taxes, fees and carrier charges apply

Corporate nett dealt tickets, BT (Bulk Ticket) or IT (Inclusive Tour) bookings cannot be upgraded using On Business Points. Avios redemption bookings, Avios upgrades and discounted On Business fares are not eligible for upgrades using On Business Points.

We only offer upgrades with On Business Points for flights that are operated by British Airways and booked under a British Airways prime flight code. We are unable to offer upgrades where another carrier's flight code is issued on the ticket.

## How do customers upgrade?

**On Business service centres** – customers can call our service centres to upgrade their booking using On Business Points. This must be prior to the customer checking in and at least 4 hours before departure.

**Find On Business service centre numbers on [ba.com](#) - [click here](#).**

The upgrade will apply to all passengers in the booking so you may need to split the PNR.

### For more information on this enhancement, including:

- Processing and reissue of tickets
- Making Changes to Bookings
- Refunds and Cancellations

**Please visit [BA Travel Trade](#) - [click here](#).**

