



## WELCOME TO THE LATEST EDITION OF THE BRITISH AIRWAYS NEWSLETTER

At British Airways we greatly appreciate the work you do on our behalf to encourage your customers to fly with us. In recognition of this effort we are always looking at new ways to make your job easier and to reward you with regular competitions and incentives.

In this month's issue we'll tell you about a new support structure to assist you with your enquiries. There's also a new online game that gives you information concerning our Joint Services Agreement with Qantas while offering you the chance to win some fantastic prizes.

And, as ever, you'll find all the latest news and information on our services and products.

I hope you have a great month.

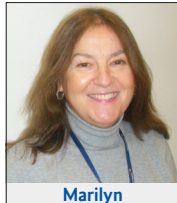
Warm regards,

**Jackie Clark,  
Trade Sales Manager**

## NEW SALES SUPPORT

We have made some important changes in the UK & Ireland Sales Support team.

TMC Partners will now have their own dedicated team of Sales Support Executives. Whilst other members of the UK & Ireland Sales Support team will assist you from time to time, your main contacts will be Marilyn, Shernine, Bal or Cheryl.



Marilyn



Shernine



Bal



Cheryl

They will be delighted to assist you on your British Airways and Iberia queries, and you can contact them as below:

Telephone: **0208 738 3355** Email: [tmc.support@ba.com](mailto:tmc.support@ba.com)

We would kindly request you no longer contact individuals directly but use the central dedicated telephone line and email address above. This way we can ensure your enquiry is dealt with efficiently.

For any booking related queries, please continue to contact Trade Support on **09067 060010**.



## Can you catch it?

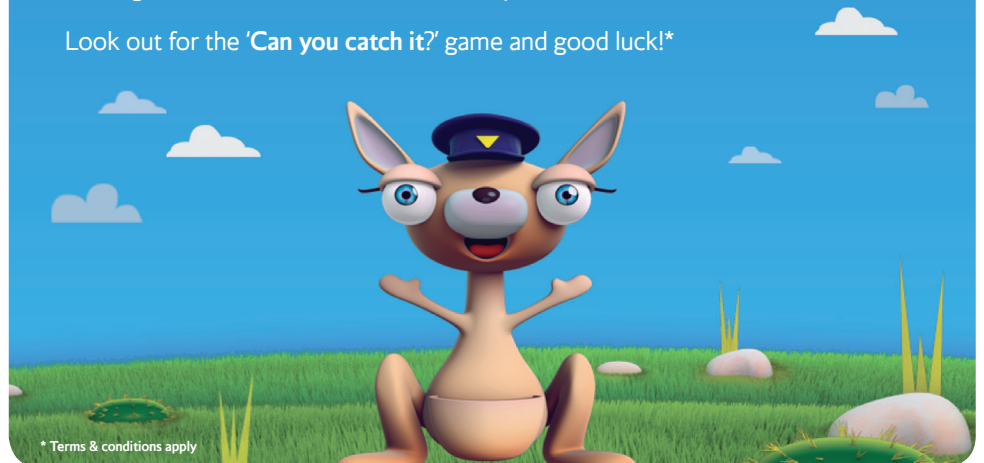
Look out for the latest online game called 'Can you catch it?' based on the Joint Services Agreement (JSA) between British Airways and Qantas.

The JSA began in 1995 and is one of the longest-running airline partnerships in operation today.

In order to allow both airlines to maximise their network strength, certain changes to network and schedule have been announced as of the summer season.

Our new online game – Can you catch it? – will help you understand what the JSA means to your business and how it benefits customers on our routes in a fun and engaging way. And you can win as you play. Aside from the usual main prize draw, we've got a fantastic instant win of a 'Can you catch it?' beach towel.

Look out for the 'Can you catch it?' game and good luck!\*



\* Terms & conditions apply

## FANTASTIC FARES TO INDIA

Travelling to India is now simpler and more affordable for your customers with British Airways' new range of competitive fares in our World Traveller and World Traveller Plus cabins.

Our great deals offer low fares all year round from Manchester, Newcastle and Glasgow to India's most popular destinations. Convenient schedules offer quick onward connections at London Heathrow Terminal 5 with double daily flights to Delhi and Mumbai, daily flights to Bangalore and five flights a week to Hyderabad and Chennai.

Additional connections are available through our airline partners giving your customers even more opportunities to earn Avios, which they can redeem on reward flights and cabin upgrades.

For more information speak to your British Airways Account Manager



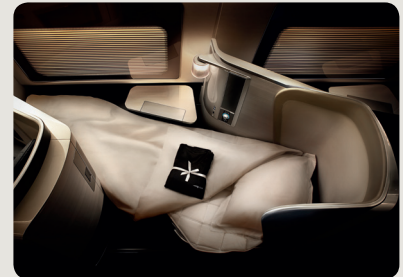
## UPGRADE YOUR CUSTOMERS TO FIRST. ON US.

To many, an upgrade to First is the ultimate privilege. Now, for a limited period, your customers don't have to hope for the best; they can actually book it.

### Book Club World, fly First

- You can upgrade your customers to First one way, on us, when you book them on an eligible, published Club World flight. Book by 30 March 2012 on a fully flexible (J class) Club World flight, and your customers can choose to upgrade on either the outbound or the inbound journey. Either way, you can book as many upgrades as you like, as long as your customers travel by 30 March 2012. Upgrades are subject to availability.

For further information please refer to [batraveltrade.com](http://batraveltrade.com)



## NEWSBITES

### • British Airways plans to resume flights to and from Tripoli from Tuesday, 1 May 2012

The return of services between Heathrow and Tripoli follows a thorough security review in conjunction with the UK Government and the Libyan authorities. British Airways' chief executive Keith Williams said: "We are delighted to be returning to Libya. Our flights to Tripoli have provided a vital economic link for many years, and it is good news for everyone that we can now restart operations."

British Airways will fly to and from Tripoli three times a week, on Tuesdays, Thursdays and Sundays.

### • More choice to Paris Orly – the addition of an early morning flight

British Airways has introduced an extra service between London Heathrow Terminal 5 and Paris Orly, which means your customers can choose from four daily flights between the two airports. Our Orly flights complement our existing Heathrow – Charles de Galle operation, providing your customers with greater choice and easier access to the centre of Paris.

### • Frequency changes on British Airways services to Milan-Linate and Amsterdam as of February 2012

Heathrow-Linate services increase in frequency from 38 to 41 roundtrips per week.

Heathrow-Amsterdam services reduce in frequency from 61 to 58 roundtrips per week.

Any customers affected by the AMS cancellations will be offered rebooking options.

