



WELCOME TO THE LATEST EDITION OF THE BRITISH AIRWAYS NEWSLETTER

The full range of services we offer customers is only possible with the valuable help and coordination of key partners. For example, your ongoing support in the trade is hugely important in spreading the latest news and updates to customers looking to book their flights.

In this month's issue you'll learn about changes to our partnerships with Iberia and Malaysia Airlines that will offer your customers more choice and more convenient journeys. We'll also explain how customers departing from the redeveloped London Gatwick North Terminal can take even more control of their journey with the latest technology at their fingertips.

I hope you have a great month.

Warm regards,

Jackie Clark,
Trade Sales Manager

IBERIA FLIGHTS ARE MOVING TO LONDON HEATHROW TERMINAL 5

On 25 March 2012, all Iberia operated flights at London Heathrow will be moving from Terminal 3 to Terminal 5. Iberia customers will be able to enjoy the extensive facilities and quicker, easier connections to and from most British Airways flights.

Selling systems have been updated with the changes and new flight numbers. The flights from Terminal 5 will now have BA flight numbers but will continue to be operated by Iberia with Iberia's Business and Economy products on board.

All check-in and handling will be carried out by British Airways and customers should check in with British Airways at Terminal 5.

Iberia flights from Madrid will be unaffected by the changes.

Customers who have already booked with British Airways will have their bookings updated and will have been informed by email of their flight number and terminal change. Latest news on ba.com will also be updated and Manage My Booking (MMB) will display a message to customers booked on these flights.

The trade will be required to contact all their customers who have booked on these services to advise them of the changes, and will need to revalidate non-Amadeus issued tickets.



MALAYSIA AIRLINES PARTICIPATING IN GLOBAL EXPLORER RTW FARES

As of 01 Feb 2012, **oneworld**® member elect Malaysia Airlines has started participating in Global Explorer, adding one of the most attractive networks in South East Asia to the round-the-world fare offered by all members of the **oneworld** alliance and other selected airlines. For customers, the move represents a first step by Malaysia Airlines towards its implementation into **oneworld**, which is on track for later this year. Malaysia Airlines' full global schedule, covering 60 destinations in nearly 30 countries worldwide, is now covered by the Global Explorer round-the-world fare.

Further details on Global Explorer:

- Global Explorer covers all routes offered by **oneworld's** existing member airlines - American Airlines, British Airways, Cathay Pacific, Finnair, Iberia, Japan Airlines, LAN, Qantas, Royal Jordanian and Russia's S7 plus some 20 affiliated carriers, including LAN Argentina, LAN Ecuador, LAN Peru, China's Dragonair and South Africa's Comair.
- Global Explorer includes a number of airlines that have no links with **oneworld** - Aer Lingus, Air Pacific, Alaska Airlines and its Horizon Airlines sister, Gulf Air and Meridiana. Flights carrying the Qantas code but operated by Air Tahiti Nui, Jetstar, South African Airways and Vietnam Airlines are also included.
- **oneworld** member elect Kingfisher Airlines already participates in Global Explorer, ahead of its implementation to the alliance, with fellow member elect airberlin's network to be added when it boards **oneworld** later this spring. Both will start participating in the full range of the **oneworld** fares once they join the alliance.

LONDON GATWICK – A NEW CHAPTER IN OUR STATE-OF-THE-ART HOME

The £76 million extension at London Gatwick's North Terminal represents an exciting new chapter in our partnership with the airport. The state-of-the-art building is home to all British Airways flights from London Gatwick, where in 2012 we will fly over 4.5 million customers to 48 UK Domestic, European and long haul destinations.

Latest technology allows customers to take control of their journey

If your customers have baggage to check in, they can now use one of up to 30 self-service kiosks to print their own baggage tag. This is the first time British Airways has offered this service and at the time of printing, London Gatwick is the only airport in the world where we give customers this flexibility. The customer can then simply attach their baggage tag to their bags before reaching one of the 11 baggage podiums, each of which serves two baggage belts. British Airways staff will be on hand to help guide customers should they need any assistance. There are also full service ticketing and check-in desks plus extra care desks for customers with additional requirements.

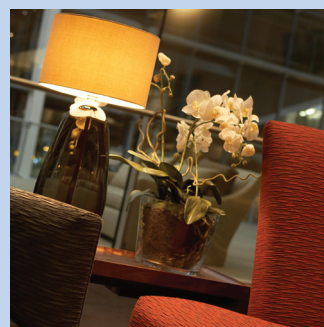
Premium facilities

Customers in First, Club World and Club Europe and Executive Club Gold, Silver, and Bronze Members can benefit from a private premium Check-in area with separate seating. Customers in World Traveller Plus also have dedicated Check-in desks.

Customers in First, Club World and Club Europe and Executive Club Gold and Silver Members can speed through the new Premium Security channel before unwinding in the elegance of the exclusive lounges. Gold Guest List customers can invite two guests with them into the lounge while Gold and Silver Members can admit one other customer. Customers in First and Club World and Executive Club Gold members can also take advantage of the Arrivals Lounge at the Sofitel hotel at the North Terminal.



SELF-SERVICE CAPABILITIES



EXCLUSIVE SURROUNDINGS

NEWSBITES

New LCY routes for Summer 2012

New routes have been announced from London City and will be available for travel from 25 May 2012

- Mahon Menorca (MAH) - the quieter, family orientated, Spanish Mediterranean island in the Balearics
- Angers (ANE) - French city in the heart of the Loire valley, convenient for access to the vineyards of central France and Le Mans motor racing
- Quimper (UIP) - for the beaches and historic towns of Brittany in western France

New intended joint business between IAG and Japan Airlines

International Airlines Group (IAG) and Japan Airlines (JAL) have agreed plans for a new joint business between British Airways and JAL on flights between Europe and Japan.

The joint business would benefit customers by providing better links between Europe and Japan, greater choice of flights, enhanced frequent flyer benefits and the potential to launch new routes.

The revenue-sharing agreement would also strengthen the oneworld alliance and enable it to compete more effectively around the world with other global alliances.

Increase in weekend flying to Glasgow, Milan and Geneva in summer 2012

British Airways will be increasing its frequency in weekend flying to Glasgow, Milan and Geneva as part of the summer 2012 season.

These extra flights will be available for travel 06 July to 09 September.

TRIPLE AVIOS OFFER ON SELECTED ROUTES OPERATED BY BRITISH AIRWAYS AND AMERICAN AIRLINES

British Airways Executive Club Members booking in First and Club World classes; F, A, J, C, D, & R, can earn triple Avios when flying on the following routes:

From London Heathrow with British Airways to:

Jeddah, Cairo, Delhi, Calgary, Toronto, Newark, Boston, Atlanta, Chicago and Bangkok

From London Heathrow with American Airlines to:

Boston and Chicago

From Manchester with American Airlines to:

New York (JFK) and Chicago

The triple Avios offer is valid on Published and Corporate negotiated net fares.

All bookings and travel must be completed by 31 March 2012.

Members will need to register for the offer through their Executive Club membership on ba.com before they fly in order to be eligible for the offer.

Terms and conditions apply

Route	Flight	Days of operation	New service operation from	Change in Roundtrips	Total route frequency
LHRGLA	1490 / 1491	5 / 6	6 July 2012	1 per week increase	76 per week
LHRMXP	580 / 581	6 / 7	7 July 2012	1 per week increase	20 per week
LHRGVA	740 / 741	6 / 7	7 July 2012	1 per week increase	57 per week