

OUR AWARD-WINNING CABINS, THE SANCTUARIES IN THE SKY

FIRST

The First journey begins before boarding. First lounges are elegant and calm and a perfect escape – and your customers can take advantage of complimentary treatments at the Elemis Travel Spa. Onboard, their seat is a discreetly serviced and smartly equipped haven, whether they want to wine and dine, or switch off and unwind. Meals will be prepared to order from the à la carte menu alongside a selection of Champagne and fine wines. Afterwards, your customers can relax into their fully-flat bed, which is now 60 per cent wider at the shoulder.



CLUB WORLD

Flying Club World means that your customers have choices with more control. 'Club Kitchen' gives them the flexibility to help themselves to delicious complimentary snacks between meals, while the Club World seat offers a unique, cocooned environment. It provides them with a personal space of their own, where they have the option to sleep, work or simply relax as they choose. Their ultra comfy seat also extends to a fully-flat position for a great night's sleep.



WORLD TRAVELLER PLUS

If your customers want to upgrade their trip and fly in style, World Traveller Plus has been designed to give long haul travel the edge. Whether they would like to work or rest, a separate and more spacious dedicated premium economy cabin and larger seat provide the benefits of a more premium experience. They'll enjoy a more comfortable and relaxing journey and arrive in better shape.



WORLD TRAVELLER

Your customers in World Traveller can relax in the knowledge that everything will be taken care of, they can simply sit back and enjoy the great entertainment and service on offer. Everything has been designed with their comfort in mind, from their ergonomically designed seat, complete with lumbar support and headrest, to their own seat-back screen and complimentary headphones.



BRITISH AIRWAYS EXECUTIVE CLUB

British Airways' frequent flyer programme rewards customers and aims to make their travel more enjoyable.

- Four tier levels allow Members to move up within the programme and take pleasure in the additional benefits that each tier brings. They include additional baggage allowance, priority boarding and access to the exclusive lounges at London Heathrow Terminal 5.
- Members can collect Avios on eligible flights and redeem them for cabin upgrades or reward flights. They can also collect Avios with our airline partners and our network of hotel, car rental, financial and shopping partners.

- The more they travel and collect, the more benefits they can enjoy.
- Travelling the world has never been easier, more flexible or more affordable thanks to **oneworld**. The twelve member airlines of the **oneworld** alliance share a common goal: to make worldwide travel a smoother, more rewarding experience. If you are a Gold, Silver, Bronze or Blue British Airways Executive Club Member, you'll be recognised at the equivalent **oneworld** membership levels, and your rewards and benefits are extended throughout the **oneworld** alliance.



BRITISH AIRWAYS

A new chapter of travel to Asia and Australia

British Airways Travel Agent Guide

Improved product, new convenience

British Airways' London to Sydney route is changing, with a wealth of fantastic and upgraded services for summer 2013.

Effective from March 2013



The future of stylish and convenient travel between London and Sydney

British Airways is committed to its London to Sydney service, with the introduction of its newest aircraft and cutting edge products for the summer 2013 schedule.

From 31 March 2013, British Airways flights between London Heathrow, Singapore and Sydney will move from London Heathrow's Terminal 3 to the airlines award-winning home in Terminal 5.

The London to Sydney route will also be operated by British Airways' newest aircraft, the Boeing 777-300ER, which offers the airlines latest onboard cabin design in First, our business class Club World, World Traveller Plus, our premium economy cabin, and World Traveller, our economy cabin.

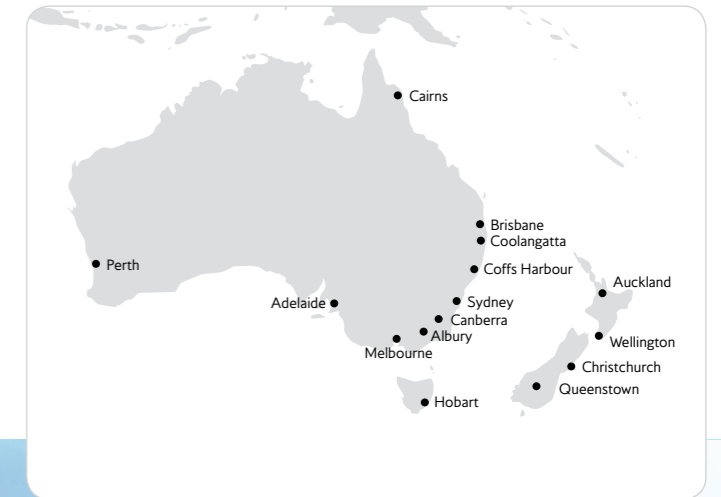
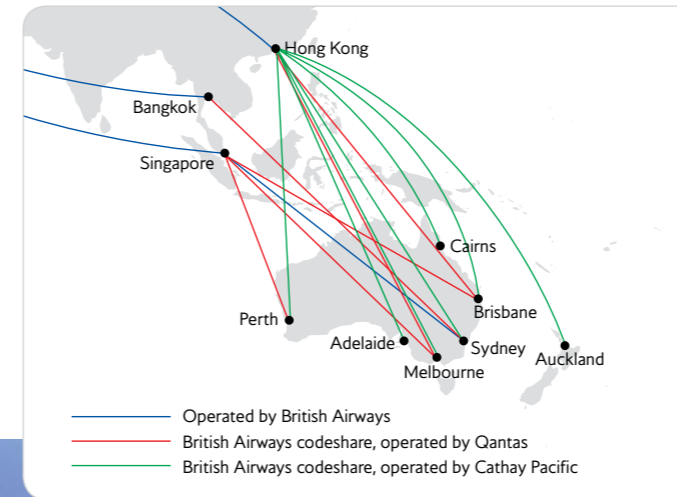
The aircraft also offers the airlines newest in-flight entertainment system, which offers up to 50 per cent more movies and doubles the number of TV and music options.

British Airways' other Singapore service, the BA011 from London and the BA012 from Singapore to London, will continue to be operated using a Boeing 747-400.

All bookings, including unticketed ones, that were affected by these changes have already been reaccommodated.

Codeshare options

British Airways continues to offer connecting services from Singapore, Bangkok and Hong Kong to a variety of cities in Australia as shown on the first map below. Please note that the initial journey from London Heathrow must be on a British Airways operated service and connecting flights will be on Qantas or Cathay Pacific operated services using a British Airways codeshare. There are also a number of codeshare flights available from Sydney to various destinations in Australia and New Zealand as shown on the second map below.



THE NUMBERS

100 Terminal 5 offers over 100 retail and dining options.

7 British Airways operates 7 flights to Sydney per week

14 Customers can take advantage of 14 onward codeshare options to cities in Australia and New Zealand.

6 Customers can use British Airways services with Qantas and Cathay Pacific codeshare flights to fly to 6 key gateways in Australia.

Travel in style with Terminal 5

Winner of the "Best Airport Terminal" category at the Skytrax World Airport Awards in 2012, London Heathrow Terminal 5 allows customers to have even faster and smoother onward connections, with easy access to British Airways' extensive European and worldwide network. Whether customers are departing from, arriving into or connecting through Terminal 5, to experience our fantastic home is to change the way they fly forever.

The terminal has one spacious beautifully designed Departures area for all customers. There are more than 100 stores and restaurants across Terminal 5A and B offering an unsurpassed shopping experience.



Customers travelling in First, Club World or Club Europe, Executive Club Silver and Gold Members, or **oneworld**® Emerald or Sapphire frequent flyers, will find a welcome sanctuary in the Galleries lounges, truly luxurious places to unwind. Here they can help themselves to complimentary food and beverages including a selection of fine wines, keep on top of work with wireless broadband and office facilities and eligible customers can enjoy a complimentary treatment at the Elemis Travel Spa to rejuvenate and refresh their skin.

British Airways Summer 2013 schedule

Flight Number	Frequency	Dep. A'port	Dep. Time	Arrival A'port	Arrival Time
BA015	1234567	LHR	21:15	SIN	17:05*
BA015	1234567	SIN	19:55	SYD	05:05**
BA016	1234567	SYD	15:45	SIN	21:45
BA016	1234567	SIN	23:25	LHR	05:30*
Flight Number	Frequency	Dep. A'port	Dep. Time	Arrival A'port	Arrival Time
BA011	1234567	LHR	20:25	SIN	16:15*
BA012	1234567	SIN	22:55	LHR	05:00*

*The following day **Two days later : In addition to its direct services between London and Sydney, British Airways will continue to offer a number of codeshare options for customers wishing to connect beyond Singapore and Sydney from 31 March 2012.