

Dear Valued Customer,

## **BRITISH AIRWAYS' COMMITMENT TO YOUR SAFETY AND PEACE OF MIND**

I wanted to write to you to thank you for the trust we know you place in us every time you choose to travel with British Airways. These are unprecedented times for our industry, our country and the world.

Please be assured that our expert teams are working closely with the UK Government and health organisations around the world to ensure we are following the very latest advice.

## **BOOKING WITH CONFIDENCE**

We fully understand that many of our customers want to change their travel plans given the evolving COVID-19 situation, so we have put a number of measures in place so that you can book with confidence with British Airways.

We are giving additional levels of flexibility to customers with bookings made between 3 and 31 March 2020. If you need to change the travel date on your booking, we are waiving all change fees (a fare difference may apply). This applies to any British Airways flight, in any cabin, whether booked directly with us or through a travel agent. If you need to cancel your flight, we will give you a voucher to the value of that flight which can be used across the British Airways network up to 12 months from the original date of departure. (Changes exclude franchise airlines Comair and Sun-Air)

## **ENHANCED AIRCRAFT CLEANING**

The cleanliness of our aircraft is of utmost importance. We have reviewed and made changes to our cleaning programme for aircraft including increasing our cleaning teams and audit inspections. Our disinfectant cleaning fluids are used on every aircraft after each flight to thoroughly clean all hard surfaces in the cabins and lavatories.

All our aircraft are fitted with HEPA filters which remove particulate and bacterial contamination and provide passengers with clean air. They provide the same level of air filtration as hospital operating theatres.

## **STAYING IN TOUCH AND UP-TO-DATE**

We know you may have more questions, so please visit [ba.com](https://www.britishairways.com) which is constantly being updated with the very latest information and advice.

You can also help us to communicate quickly and easily with you by ensuring your contact details are up-to-date in [Manage My Booking](#).

Thank you for your continued support.

[Find out more](#)