



Dear Travel Partner

These are exceptional times for our industry and the entire British Airways sales team is here to support you as we continue to adapt to the evolving global situation. We have updated several of our products and policies to help meet your changing travel needs.

### **New flexibility for existing bookings**

For all bookings made on or before 13 March 2020 for departure up to 31 May 2020, there are two new flexibility options:

1. Change to a new flight with no change fee
2. Exchange your ticket for a credit worth the full value of the original ticket

### **Extended 'Book with Confidence' policy for new bookings**

We've extended our 'Book with Confidence' policy, which waives change fees for all new bookings from 3 March to 31 May.

Details about these policies and T&Cs can be found at <http://BAtraveltrade.com>. Please note, for bookings made via NDC, servicing options may vary. Please see the attached FAQ for further details. Group bookings are covered by separate T&Cs and any updates will be communicated separately.

### **New special one-way fares in World Traveller**

We have introduced a special one-way fare for travel between the UK/Europe and the US to help our customers who need to travel at short notice. These fares are valid for travel until 22 March 2020.

Now more than ever, it is vital that we work together to support each other. The entire British Airways Sales team is committed to doing everything we can to be helpful. If you have any further questions or feedback, please contact your account manager.

Thank you for your ongoing partnership.

All the best,



Mark Muren

Head of Global Sales  
British Airways