



Name change flexibility for Corporate and On Business travellers

Effective 19th May 2020

In addition to our current Book with Confidence & Flexibility policy, British Airways is extending greater flexibility to your existing or new Corporate & On Business bookings with the ability to accommodate one free change in traveller name.

Book with Confidence & Flexibility for existing bookings policy terms and conditions apply, unless specified otherwise in this document.

Terms & Conditions specific to this policy

- Existing bookings ticketed on or before 14th May 2020 with original travel dates up to 30th Sept 2020
- New ticketed bookings made between 14th May 2020 and 31st July 2020 for travel to be completed (outbound and inbound) by 31st December 2020
- All On Business and Corporate deal tickets (dealt and published fares with Corporate or On Business identifier)
- Valid for On Business bookings made with using points or discount
- Original ticket issued using valid CLID, On Business number or BACCI code present in booking
- Valid on wholly unused tickets
- These conditions apply to tickets issued on British Airways (125)
- No-show as per original ticket fare rules
- Name change only permitted on new booking for BA/BA*

GDS Policy process

- Create a new PNR in the new traveller name on BA/BA* flights
- Add mandatory PNR OSI (Other Service Information) reflecting waiver code followed by CLID, On Business number or BACCI code identifier - **OS BA NAME CHANGE WAIVER XXXXX**
- If the new booking is for a different traveller but contains the same ticketed dates/routing, you must include the mandatory name change waiver in the endorsement in this format only **FE BWC NAME CHG WAIVER** /[followed by endorsement conditions of new ticket as shown at time of pricing]
- If the new booking is for a different traveller using the unused value of the original ticket, the original non-refundable credit amount must remain non-refundable and this amount included in a mandatory endorsement as well as the one free name change in this format only **FE BWC COVID19/NAME CHG WAIVER/GBPXXX NONREF** *include any other endorsement info from new fare*
- For tickets issued on/before 3rd March 2020, the non-changeable or changeable for a fee conditions are still in the fare rules. At time of ticket exchange/reissue, the original fare rules will either not allow a change or apply a fee. We are permitting changes in both scenarios and the fee, where applied, must be manually removed.



- If you have an additional collection or residual value or ancillaries, please refer to the section 'My Customer is ready to make a change, how do I proceed' on our Book with Confidence & Flexibility policy
- Ensure CLID, On Business number or BACCI code is present in the Tour Code box, where applicable as per standard pricing/ticketing processes
- Failure to adhere to these conditions will result in an ADM being issued.

NDC Policy process

- At this time, we are finalising the options available to process the name change. We will update this guide shortly

Is your British Airways 125 booking ticketed and affected by COVID-19?

NO

Unticketed bookings must comply with current fare rules, once ticketed the 'Book with Confidence for new booking' applies

YES

WHEN DID YOU TICKET THE BOOKING?

YES

IS YOUR FLIGHT STILL OPERATING?

NO

For cancelled flights you can offer the ability to retain unused value of the ticket toward future travel to be completed (outbound & inbound) by 30th April 2022 or obtain a refund

On or before 3rd March 2020
FLEXIBILITY FOR EXISTING BOOKINGS

Is the travel (outbound or inbound) between 14th March 2020 & 31st July 2020?

YES

Date & routing (origin & destination) changes regardless of whether travel has commenced

- We have removed the change fee in the fare rules for tickets issued between 3rd March – 31st July 2020.
 - This allows you to exchange/reissue without a change fee.
- For tickets issued on/before 3rd March 2020, the non-changeable or changeable for a fee conditions are still in the fare rules. At time of ticket exchange/reissue, the original fare rules will either not allow a change or apply a fee
 - We are permitting changes in both scenarios and the fee, where applied, must be manually removed.
- Once the original ticket has been exchanged/reissued for a new booking, the newly issued fare rules and ticket validity now apply.
 - If you have exchanged/reissued prior to policy update v6 5th May 2020, we are permitting one further free change for travel to be completed by 30th April 2022
- Any difference in fares/taxes to be collected. An EMD must be issued as part payment for further travel if new fare/taxes are lower
- Associated ancillaries will be carried forward to the new travel dates*

The ability to retain the unused value of ticket towards future travel as credit

- Customers opting for 'credit' are effectively forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' for future travel which is non refundable
- Confirmation of opting for 'credit' applies as soon the booking is modified with any of the process steps outlined in policy v7 19th May
- Total credit value is carried forward including fare, taxes, fees & charges on the original ticket*
- New travel must be completed (outbound & inbound) by 30th April 2022
- Customer must retain their ticket number and quote this when making new booking

[Click here for full details of this policy](#)

*with the exception of any prepaid excess baggage (XBAG) or pre-paid meals which must be refunded

3rd March- 31st July 2020
BOOK WITH CONFIDENCE FOR NEW BOOKINGS

Will travel be completed (both outbound and inbound) by 31st December 2020?

YES

Principal guidelines or guidelines by country apply

NO

Principal guidelines or guidelines by country apply

Visit britishairways.com/trade for the latest policies and updates



Excludes Group and NDC bookings

Policy v7 19th May 2020

BRITISH AIRWAYS

