

BRITISH AIRWAYS



Looking for help?

What to do if your flight is delayed or cancelled.



Manage your travel on the move.

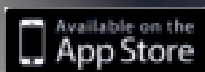
The British Airways app on your
mobile, iPad or Apple Watch.

Download it now using the free
airport Wi-Fi.

ba.com/apps



ba.com/apps



We're sorry your journey will take longer than planned.

We'll do everything we can to help get your travel plans back on track.

This guide shows you the options available to you, as well as how to re-book a flight, find a hotel room, claim compensation if you're eligible and more.

My flight has been cancelled or delayed. How do I re-book?

The easiest way to book a suitable flight, as well as find further information, is to visit **ba.com/mmb** and log into your account.

Any cancelled flights will show up on your booking, along with information and advice about what to do next.

Please check your contact details are correct when you log into your booking. That way, we can contact you directly with all the information and advice you need to resolve any issues.

If you booked through a travel agent please visit **ba.com/mmb** as we may not have all the details we need to contact you.

Using your smart phone?

You can log on using London Heathrow's free Wi-Fi. Simply select Heathrow Wi-Fi and follow the instructions. Don't worry if your battery is low - you can charge your phone or laptop at the free charging stations around the airport.

Don't have a smart phone? You can access the internet using the airport's pay-as-you-go computers.

If you have mobility or accessibility issues, please don't hesitate to contact a member of British Airways staff who will be happy to help you.

If you're travelling in a group or flying on a redemption booking you'll need to call us on the number below.

Need to talk?

You can give us a call on **0800 727 800** if you're based in the UK, or **+44 203 250 0145** if you're using a phone registered overseas.

What if I need a place to sleep?

If your journey is delayed overnight, we'll send you an email or text message with hotel arrangements. We'll do our best to book a hotel room for you. If we are unable to provide a hotel room, we'll happily reimburse you for accommodation costs up to the value of £200.

What shall I do if my baggage is lost or damaged?

We'll do everything we can to ensure your bags arrive at your final destination on time. However if your bag is lost or damaged in transit, please let a member of airport staff know as soon as you can.

If your flight has been disrupted and you have been unable to collect your bags, please visit **ba.com**, click on the Help tab, Lost Baggage / Report & Track and go to the Reporting Baggage Problems and follow the instructions to complete a lost bag report.

Please complete the lost bag report within eight days and within seven days for damaged bags.

What if there are problems with my flight when I'm travelling with my children?

You'll find plenty of family-friendly facilities at London Heathrow, including ways to keep the little ones entertained.

Pick up any travel essentials from the wide choice of shops across the airport or grab a bite at one of the many restaurants.

The younger kids can burn off some energy at the play areas in Terminals 3 and 5. Please note they must be accompanied by an adult at all times.

There are also baby-changing facilities in all terminals, as well as nursing rooms in Terminal 3. You can look out for our family signage for assistance.

If you have a small collapsible and lightweight pushchair, you'll be able to take this right to the aircraft door and collect it at the aircraft door when you arrive.

What about refunding me for any costs?

If we rebook your flight, we'll cover the costs for any reasonable essentials like food, contacting friends and family, and a place to sleep, so you're not out of pocket. Don't forget to keep all of your receipts.

We hope you understand there are costs we cannot cover. For example, if you choose to travel from a different airport or to a different destination, we can't reimburse you for the cost of travel between those two points, including car rental and parking.

We also cannot cover any unreasonable costs or things like missed hotel stays. However your travel insurance may be able to help.

Examples of some of the things we can cover include:

- Telephone calls, emails and internet access: Up to £25 per day per booking.
- Food: Up to £25 per adult and up to £12.50 per child for food for each day you're affected.

How can I claim back any extra costs?

The quickest way to do this is online at **ba.com/travel/customerportal**

It takes around 15 minutes and you'll need:

- The names of all the passengers you're claiming for.
- Details of the delayed or cancelled flights in your journey.
- Details of your essential purchases, including receipts and other documents. You can attach scans or photos of these to your online application, or send them to us by post.
- Your bank account details so we can process your payment.

Does my travel insurance cover any flight issues?

You'll need to take a look at your policy and contact your provider with any queries.

Can I claim any compensation for any delays to my journey?

You're entitled to compensation if your journey is delayed by over three hours and the delay is caused by us rather than extraordinary circumstances. These are instances which couldn't have been avoided even if all reasonable measures are undertaken.

You're also entitled to compensation if we cancel your flight less than 14 days before your planned departure date due to a cause within our control. The exceptions to this are:

- If we cancel your flight between seven and 13 days before it's due to depart and offer an alternative route. This alternative route must depart less than two hours before the scheduled time of departure and is scheduled to arrive at your final destination under four hours after the original scheduled arrival time.
- If we cancel your flight less than seven days before the scheduled departure time and offer an alternative route. This route must depart under one hour before the original scheduled departure and reach your final destination under two hours after the original scheduled arrival time.

When can I not claim compensation?

You won't be entitled to compensation if:

- Your delay is three hours or under.
- Your journey was affected by extraordinary circumstances such as air traffic control decisions, political instability, adverse weather conditions or security risks.
- We informed you of the cancellation 14 days or more before your planned departure date. We use the contact details provided in your booking to inform you of flight cancellations.
- You agree to choose a different departure point or destination to the ones on your original booking and claim expenses for travel from, to or between these locations, such as car hire, parking costs or train tickets.

If I'm entitled to compensation, how much will I receive?

For the most updated compensation amounts rates visit **ba.com/helpme**

Your compensation is determined by EU regulation and differs depending on the distance your flight was due to travel:

- Flights of up to 1,500km.
- Flights between 1,500km and 3,500km.
- All other flights.

Your compensation is reduced by 50% if we can offer you an alternative flight to your destination with a new scheduled arrival time that isn't later than the original scheduled arrival time by:

- Two hours for flights up to 1,500km.
- Three hours for between 1,500km and 3,500km.
- Four hours for all other flights.

How do I claim compensation?

You'll need to complete the online form on the Complaints and Claims page at **ba.com/travel/customerportal**, providing your name and contact details, the names of other passengers you're claiming for, your booking reference and details of your flight.

If you're claiming for travellers with different surnames, or for someone else, you'll find an authorisation tickbox on the form. You'll then need to send a letter on behalf of the travellers you're claiming for, stating that they are authorising you to claim on their behalf.

British Airways,
Customer Relations (S506),
PO Box 1126,
Uxbridge,
UB8 9XS,
United Kingdom

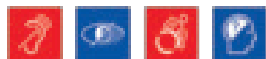
Where can I find more information?

Visit us online at **ba.com/helpme** to find out more about what happens if your journey is delayed. Alternatively, you may find the following website useful:

www.heathrow.com

Need special assistance?

We'll automatically rearrange any disability and mobility assistance requests if your flight is delayed or rebooked following a cancellation. If you need any assistance at the airport, please contact a member of the airport team.



We're here to help

If we need to reach you, we'll use the contact details in your booking. You can visit **ba.com/mb** to check they are correct. Please rest assured we'll do everything we can to resolve any issues you have.



You can find further information on our website: ba.com/helpme

The screenshot shows the British Airways website's 'Expenses and compensation' page. At the top, there's a navigation bar with the British Airways logo, a search bar, and links for 'Log in', 'My account', and 'Help'. Below the navigation bar, the page title 'Expenses and compensation' is prominently displayed. A sub-header reads 'Check what you can claim for when your travel plans are disrupted and learn how to go about it.' The page is divided into two main sections: 'Expenses' and 'Compensation'. The 'Expenses' section includes a list of links: 'What you can claim expenses for', 'What you can't claim expenses for', and 'How to submit a claim for expenses'. The 'Compensation' section includes a link: 'When you can claim compensation'. On the right side of the page, there is a vertical 'Feedback' button.

The screenshot shows the British Airways website's 'Rebook and refund options' page. At the top, there's a navigation bar with the British Airways logo, a search bar, and links for 'Log in', 'My account', and 'Help'. Below the navigation bar, the page title 'Rebook and refund options' is prominently displayed. A sub-header reads 'Check for advice on your flight'. The page is divided into two main sections: 'Delayed flights' and 'Cancelled flights'. The 'Delayed flights' section includes a list of links: 'If your flight is delayed for 3 hours or more, you can get a refund for the parts of your journey you did not fly', 'If you're delayed at your first destination for more than 2 hours and that delay, along with your onward journey, together form an extraordinary circumstance which could not have been avoided by all reasonable measures, you may (with confirmation)', and 'Check for advice on your flight'. The 'Cancelled flights' section includes a list of links: 'We will rebook you onto another British Airways flight at no extra charge (subject to availability). In most cases, we will automatically refund your flight but you can change this if it's not suitable', 'If you no longer wish to travel, you can cancel your booking and get a refund (not based on the original form of payment)', 'If your booking involves a British Airways flight that is not cancelled, you will be able to change the non-cancelable flight at the same time', and 'If you are entitled to a refund, British Airways will provide this for you directly. There is no need to cancel your flight'. On the right side of the page, there is a vertical 'Feedback' button.



Es tut uns leid, dass Ihre Reise länger als geplant dauert.

Wir werden versuchen, Ihre Reise so gut wie möglich in der ursprünglichen Planung umzusetzen. Am einfachsten ist es, wenn Sie auf einen geeigneten Flug umbuchen, indem Sie **ba.com/mmb** besuchen und sich bei Ihrem Onlinekonto anmelden. Besuchen Sie uns online unter **ba.com/helpme**, um mehr darüber zu erfahren, was passiert, wenn sich Ihre Reise verzögert. Möchten Sie uns kontaktieren? Sie können uns unter 0800 727 800 anrufen, wenn Sie in Großbritannien sind, oder +44 203 250 0145, wenn Sie ein im Ausland registriertes Telefon verwenden.



Lamentamos que su viaje le vaya a llevar más tiempo de lo planeado.

Haremos todo lo que esté en nuestra mano para ayudarlo a que todo vuelva a marchar como estaba previsto. La forma más fácil de volver a reservar un vuelo que le convenga es visitar **ba.com/mmb** e iniciar sesión en su cuenta en línea. Visite nuestro sitio web **ba.com/helpme** para obtener más información sobre lo que sucede si su viaje se retrasa. ¿Necesita hablar con alguien? Llámenos al 0800 727 800 si se encuentra en el Reino Unido, o al +44 203 250 0145 si está utilizando un teléfono registrado en el extranjero.



Nous regrettons que votre voyage prenne plus de temps que prévu.

Nous ferons tout notre possible pour rétablir vos projets de voyage. Le moyen le plus simple de réserver à nouveau un vol qui vous convient est de vous rendre sur **ba.com/mmb** et de vous connecter à votre compte en ligne. Rendez-vous sur **ba.com/helpme** pour en savoir plus sur la manière de procéder si votre voyage est retardé. Besoin de nous contacter ? Vous pouvez nous appeler au 0800 727 800 si vous êtes au Royaume-Uni ou au +44 203 250 0145 si vous utilisez un téléphone depuis l'étranger.



Ci dispiace che il viaggio richieda più tempo del previsto.

Faremo tutto il possibile per aiutarti a non ritardare i tuoi piani di viaggio. Il modo più semplice per prenotare un nuovo volo adatto alle tue esigenze è visitare la pagina **ba.com/mmb** e accedere al tuo account online. Per scoprire di più su cosa accade in caso di voli in ritardo, visita il sito all'indirizzo **ba.com/helpme**. Hai bisogno di parlare con un operatore? Se ti trovi nel Regno Unito, puoi chiamarci al numero 0800 727 800. Se invece utilizzi un telefono registrato all'estero, puoi contattare il numero +44 203 250 0145.



誠に申し訳ございません。お客様の旅程に変更が発生しました。

ご旅行計画の組み直しを、最大限サポートさせていただきます。適切なフライトを再予約する最も簡単な方法は、**ba.com/mmb**からお客様のオンライン・アカウントにログインいただくことです。フライトの遅延が起こった場合の対処法を知るには、オンラインで**ba.com/helpme**にアクセスしてください。お電話をご希望のお客様は、英国内の場合には0800 727 800、海外で登録されたお電話をご利用の場合は +44 203 250 0145 までご連絡ください。



很抱歉，您的旅程要花费比预期更长的时间。

我们将尽全力帮助您将旅行计划回到正轨。要重新预订合适的航班，最简便的方法是访问 **ba.com/mmb** 并登录您的在线帐户。如果您的旅程发生延误，请访问 **ba.com/helpme** 以了解更多信息。需要电话沟通？如果您在英国境内，可拨打 0800 727 800 联系我们；如果您使用的是在英国境外注册的手机，请拨打 +44 203 250 0145。



Lamentamos que sua jornada vai demorar mais do que o planejado.

Faremos de tudo para ajudar você a recuperar seus planos de viagem. A maneira mais fácil de reservar novamente um voo apropriado é acessando **ba.com/mmb** e iniciando a sessão na sua conta online. Acesse **ba.com/helpme** para saber mais sobre o que acontece se sua jornada atrasar. Precisa conversar? Ligue para 0800 727 800 se estiver no Reino Unido ou +44 203 250 0145 se estiver usando um telefone registrado no exterior.

