



Coronavirus - Customer Guidelines (January 2020)

Answer Id 5670 | Updated 30/01/2020 03.12 PM (GMT)

Summary

We have cancelled all Shanghai and Beijing flights up to and including 29 February 2020, following the FCO advice against all but essential travel. [Customer Guidelines for China](#)

Flights to and from Hong Kong are unaffected. [Customer Guidelines for Hong Kong](#)

World Health Organisation (WHO) have provided full information on the virus and precautions. [Find out more](#)
FCO have advice for British nationals in Hubei Province. [Find out more](#)

Authorities have shut down public transport in Wuhan city. Hubei Province has restricted transport connections both internally and to other parts of China.

More information

Transit customers

- Customers who have a reservation from London which transits China / HKG where there the onward connection is to a point outside of China / HKG are to travel as planned until advised otherwise
- For BA-125 ticketed customers on **any carrier** on Chinese domestic services or flights between Mainland China and Hong Kong, flights may now be involuntary rebooked within validity same routing and class as original or refunded
- For BA-125 ticketed customers on any carrier services between **Mainland China (not HKG) and Japan, South Korea or Singapore**, flights may now be involuntary rebooked within validity same routing and class as original or refunded
- Remember when rebooking Prime flights to add the OS YY INVOL into the booking
- Customers with **direct international transfers** to/from a BA China/HKG flight cannot change their ticket to travel via a different routing on BA, e.g. LHR-HKG-SYD cannot change to LHR-SIN-SYD

Interline / redemption bookings

If you have a BA customer on an interline/redemption journey travelling on a flight with another Carrier within China or HKG, without a BA segment in the booking. You can offer the following:

- Rebook to a later date (rebooking would be into the same booking class currently held by the customer).
- A full refund

Coronavirus - China Customer Guidelines

Answer Id 8000 | Updated 30/01/2020 02.14 PM (GMT)

Summary

In view of the Coronavirus outbreak in , guidelines have been published to assist customers travelling on **British Airways** services.

More information

China - Update 8 - 30 January 2020 at 1255 hours (UK)

Advice for British Airways-125 ticketed customers whose BA flight is now CANCELLED

Rebook onto	BA operated services
Airports/Flights affected	All BA flights to/from: PKX – Beijing Daxing PVG – Shanghai Pudong
Tickets issued by	28 January 2020
Ticket travel dates	25 January – 01 March 2020
New travel dates	Up to and including 04 March 2020
Rebooking Allowance on CZ/AY/JL	Rebook onto a China Southern (CZ), Finnair (AY) or Japan Airlines (JL) operated service to/from any Chinese Mainland point to the UK or to connect with a British Airways operated gateway in Asia or Europe. Rebook into the same class as the original flight or lowest available in the same cabin Important Information

	<p>An example routing will be PVG-CZ-ICN-BA-LHR or PEK-AY-HEL-BA-LHR</p> <p>Must add OS YY INVOL AGREEMENTY (YY = 2 letter code of the operating carrier)</p> <p>If changing Chinese gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry and visa requirements between Mainland China and any connecting point</p>
<p>Rebooking Allowance on QR</p>	<p>Rebook onto a Qatar Airlines (QR) operated service to/from any Chinese Mainland point and Doha (DOH)</p> <p>Then rebook onto any British Airlines connecting service between Doha (DOH) and London (LHR)</p> <p>Rebook into the same class as the original flight or lowest available in the same cabin</p> <p><u>Important Information</u></p> <p>Does not include Redemptions</p> <p>Must add OS QR INVOL DUE TO CHINA</p> <p>If BA Doha connection is inconvenient them may rebook onto a QR operated service between DOH and LON</p> <p>If changing Chinese gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry and visa requirements between Mainland China and any connecting point</p>

Rebooking Allowance on other carriers	We have approached other airlines for an involuntary rebooking agreement, these will be added as and when an agreement is signed
Change of Gateway	Rebook onto a British Airways operated service between Hong Kong (HKG) and London (LHR) into the same class as the original flight or lowest available in the same cabin. must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above Advise customer to check the current entry requirements between Mainland China and Hong Kong
Origin/Destination/Stopover changes	Yes – as per change of gateway and transfer options above
Refunds Allowed	Yes – as per standard Conditions of Carriage for cancelled flights
Redemptions included	Yes
Important Information	If ticket has already been reissued following previous guidelines then may now use these options to assist the customer BA operated connecting flights may be rebooked under these guidelines Terms and conditions from original ticket apply for any voluntary changes Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time

Advice for British Airways-125 ticketed customers whose BA flight is now CANCELLED

Rebook onto	BA operated services
Airports/Flights affected	<p>All BA flights to/from:</p> <p>PKX – Beijing Daxing</p> <p>PVG – Shanghai Pudong</p>
Tickets issued by	28 January 2020
Ticket travel dates	25 January – 1 March 2020
New travel dates	Up to and including 4 March 2020
Rebooking Allowance on CZ/AY/JL	<p>Rebook onto a China Southern (CZ), Finnair (AY) or Japan Airlines (JL) operated service to/from any Chinese Mainland point to the UK or to connect with a British Airways operated gateway in Asia or Europe.</p> <p>Rebook into the same class as the original flight or lowest available in the same cabin</p> <p><u>Important Information</u></p> <p>An example routing will be PVG-CZ-ICN-BA-LHR or PEK-AY-HEL-BA-LHR</p> <p>Must add OS YY INVOL AGREEMENTY (YY = 2 letter code of the operating carrier)</p> <p>If changing Chinese gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry and visa requirements between Mainland China and any connecting point</p>
Rebooking Allowance on QR	<p>Rebook onto a Qatar Airlines (QR) operated service to/from any Chinese Mainland point and Doha (DOH)</p> <p>Then rebook onto any British Airlines connecting service between Doha (DOH) and London (LHR)</p> <p>Rebook into the same class as the original flight or lowest available in the same cabin</p> <p><u>Important Information</u></p> <p>Does not include Redemptions</p> <p>Must add OS QR INVOL DUE TO CHINA</p> <p>If BA Doha connection is inconvenient them may rebook onto a QR operated service between DOH and LON</p>

	<p>If changing Chinese gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry and visa requirements between Mainland China and any connecting point</p>
Rebooking Allowance on other carriers	We have approached other airlines for an involuntary rebooking agreement, these will be added as and when an agreement is signed
Change of Gateway	<p>Rebook onto a British Airways operated service between Hong Kong (HKG) and London (LHR) into the same class as the original flight or lowest available in the same cabin.</p> <p>must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry requirements between Mainland China and Hong Kong</p>
Origin/Destination/Stopover changes	Yes – as per change of gateway and transfer options above
Refunds Allowed	Yes – as per standard Conditions of Carriage for cancelled flights
Redemptions included	Yes
Important Information	<p>If ticket has already been reissued following previous guidelines then may now use these options to assist the customer</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user.</p> <p>BA reserves the right to withdraw guidelines at any time</p>

China - Update 6 - 30 January 2020 at 1040 hours (UK)

Please use these guidelines to assist customers whose BA flight has now been cancelled.

Advice for British Airways-125 ticketed customers whose BA flight is now CANCELLED

Rebook onto	BA operated services
Airports/Flights affected	All BA flights to/from: PKX – Beijing Daxing PVG – Shanghai Pudong
Tickets issued by	28 January 2020
Ticket travel dates	25 January – 1 March 2020
New travel dates	Up to and including 4 March 2020
Rebooking Allowance on CZ/AY/JL	<p>Rebook onto a China Southern (CZ), Finnair (AY) or Japan Airlines (JL) operated service to/from any Chinese Mainland point to the UK or to connect with a British Airways operated gateway in Asia or Europe.</p> <p>Rebook into the same class as the original flight or lowest available in the same cabin</p> <p><u>Important Information</u></p> <p>An example routing will be PVG-CZ-ICN-BA-LHR or PEK-AY-HEL-BA-LHR</p> <p>Must add OS YY INVOL AGREEMENTY (YY = 2 letter code of the operating carrier)</p> <p>If changing Chinese gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry and visa requirements between Mainland China and any connecting point</p>
Rebooking Allowance on other carriers	We have approached other airlines for an involuntary rebooking agreement, these will be added as and when an agreement is signed
Change of Gateway	Rebook onto a British Airways operated service between Hong Kong (HKG) and London (LHR)

	<p>into the same class as the original flight or lowest available in the same cabin.</p> <p>must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry requirements between Mainland China and Hong Kong</p>
Origin/Destination/Stopover changes	Yes – as per change of gateway and transfer options above
Refunds Allowed	Yes – as per standard Conditions of Carriage for cancelled flights
Redemptions included	Yes
Important Information	<p>If ticket has already been reissued following previous guidelines then may now use these options to assist the customer</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time</p>

China - Update 5 - 30 January 2020 at 0950 hours (UK)

Customer guidelines below for Beijing Daxing and Shanghai Pudong have now been revoked.

Coronavirus - Hong Kong Customer Guidelines

Answer Id 7999 | Updated 30/01/2020 02.16 PM (GMT)

Summary

Following guideline is specifically for customers on BA Hong Kong services, see separate guideline for BA Mainland China services.

More information

[Hong Kong Update 1 - 30 January 2020 at 1250 hours \(UK\)](#)

Advice for British Airways-125 ticketed customers whose BA flight is still OPERATING

Rebook onto	BA operated services
Airports/Flights affected	All BA flights to/from: HKG – Hong Kong
Tickets issued by	28 January 2020
Ticket travel dates	25 January – 23 February 2020
New travel dates	Up to and including ticket validity
Rebooking Allowance	Rebook onto the same routing on a BA operated service into the same class as the original flight or lowest available in the same cabin
Origin/Destination/Stopover changes	No No routing changes unless allowed in the fare rules
Refunds Allowed	Yes May also use the value of the ticket to purchase a brand new ticket to an alternative destination on BA services based at today's rates
Redemptions included	Yes
Important Information	one involuntary ticket change allowed from the above options BA operated connecting flights may be rebooked under these guidelines

	<p>Customers with Mainland China connections on the same ticket involuntary rebook into the same class as original</p> <p>Customers with through international connections, e.g. LHR-HKG-SYD are not included in this guideline</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time</p>
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Hong Kong - 30 January 2020 at 1140 hours (UK)

Advice for British Airways-125 ticketed customers whose BA flight is still OPERATING

Rebook onto	BA operated services
Airports/Flights affected	All BA flights to/from: HKG – Hong Kong
Tickets issued by	28 January 2020
Ticket travel dates	25 January – 23 February 2020
New travel dates	Up to and including ticket validity
Rebooking Allowance	Rebook onto the same routing on a BA operated service into the same class as the original flight or lowest available in the same cabin
Origin/Destination/Stopover changes	No No routing changes unless allowed in the fare rules
Refunds Allowed	Yes May also use the value of the ticket to purchase a brand new ticket to an alternative destination on BA services based at today's rates
Redemptions included	Yes
Important Information	one involuntary ticket change allowed from the above options BA operated connecting flights may be rebooked under these guidelines

	<p>Customers with Mainland China connections on the same ticket involuntary rebook into the same class as original</p> <p>Customers with through international connections, e.g. LHR-HKG-SYD are not included in this guideline</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user.</p> <p>BA reserves the right to withdraw guidelines at any time</p>
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Hong Kong - 30 January 2020 at 1040 hours (UK)

Advice for British Airways-125 ticketed customers whose BA flight is still OPERATING

Rebook onto	BA operated services
Airports/Flights affected	<p>All BA flights to/from:</p> <p>HKG – Hong Kong</p>
Tickets issued by	28 January 2020
Ticket travel dates	25 January – 23 February 2020
New travel dates	Up to and including ticket validity
Rebooking Allowance	Rebook onto the same routing on a BA operated service into the same class as the original flight or lowest available in the same cabin
Origin/Destination/Stopover changes	<p>No</p> <p>No routing changes unless allowed in the fare rules</p>
Refunds Allowed	<p>Yes</p> <p>May also use the value of the ticket to purchase a brand new ticket to an alternative destination on BA services based at today's rates</p>
Redemptions included	Yes
Important Information	one involuntary ticket change allowed from the above options

BA operated connecting flights may be rebooked under these guidelines

Customers with Mainland China connections on the same ticket involuntary rebook into the same class as original

Customers with through international connections, e.g. LHR-HKG-SYD are not included in this guideline

Terms and conditions from original ticket apply for any voluntary changes

Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time