

Book with Confidence - Update 3

We are pleased to share with you that our Book with Confidence policy has been extended to offer customers greater flexibility and choice.

Key Points to highlight are, as of 28 April 2020:

- Credit validity period is being extended for travel to be completed by **30 April 2022**.
- For all bookings made on or before 13 March 2020 for departure up to **31 July 2020**, there are two flexibility options:
 - Change to a new flight with no change fee.
 - Exchange your ticket for a credit worth the full value of the original ticket.
- For customers who have already requested credit, this policy will be applied retrospectively.
- There is no change in policy for new bookings.

These changes apply to all bookings:

[Book with Confidence policy for GDS bookings](#)

[Book with Confidence policy for NDC bookings](#)

Thank you for your ongoing support and partnership.

Regards,
British Airways

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