



RE: New Online Form for Covid 19 Queries

Dear Sidique Elambilat,

Our customer support teams continue to face extremely high call volumes, compounded by the closure of some call centres globally due to local government restrictions. To ensure we remain responsive to our partners we have developed a new way for you to contact us with your Covid-19 travel disruption queries.

On www.batraveltrade.com you can find a new simple webform within the yellow Corona Virus policies section where you can raise a request for assistance with BA and IB ticket related queries such as requesting a voucher or refund, and policy clarifications. Our team will then aim to provide a response within 48 hours. To help us prioritise urgent requests, we kindly ask that you delay contacting us unless your booking is within the next two weeks.

If you have not already done so we also advise you to subscribe to batraveltrade.com for the latest policy updates and news.

Thank you for your continued support and partnership

British Airways Global Sales

