

I hope that you, as well as those close to you, remain safe and well. As this global situation unfolds, each day presents a new challenge which all of us in the travel community must confront together. I want to keep you updated on developments within our business which may impact you and your travellers.

Customer support centres

Due to restrictions imposed in some countries, we have closed several customer support centres across our global network and reduced opening times elsewhere. As a result, you may experience longer than usual waiting times as our teams respond to high call volumes.

To help us prioritise urgent cases, please only call us if your enquiry is related to travel within the next 72 hours. You can find information on how to change the date of travel or destination or receive a travel voucher on [batraveltrade.com](https://www.batraveltrade.com). Refunds can be requested up to 12 months after a flight has been cancelled, so please delay your call if you can.

To further support you during this time we have increased our email support for our managed customers & partners, please contact your Account Manager directly for the details.

We are sorry for the inconvenience and thank you for your patience and understanding.

Terminal consolidation and lounges

As you may already be aware, we will temporarily move all British Airways services currently operating from Heathrow Terminal 3 into Terminal 5 from this Sunday, 29 March.

In addition, services currently operating from Manchester Airport will switch to Terminal 1, while for customers in New York, we have temporarily moved all our flights from Terminal 7 to Terminal 8 at JFK Airport.

These changes have been updated in schedule displays. Flight numbers remain the same and most flight times remain as scheduled, although there may be a small timing change in some cases. We will contact customers booked on these flights if they have provided their contact details in the booking.

Please note, all BA lounges at airports worldwide are now closed.

Executive Club policy

We understand the impact the current situation is having on our Executive Club Members and have taken steps to protect their Tier status and well-earned benefits. We'll be lowering Tier Point

thresholds by 30% for all Members due for Tier upgrade or renewal in April, May and June. The new thresholds are:

- Bronze: 210 Tier Points
- Silver: 420 Tier Points
- Gold: 1,050 Tier Points

To ensure Members can still use their Gold Upgrade Vouchers, Companion Vouchers and Travel Together Tickets earned via a British Airways credit card, we're also applying a six-month expiration extension to any current vouchers.

Onboard service

We take our commitment to safety, comfort and well-being very seriously which is why we've made changes to our onboard service to avoid food preparation on our aircraft.

No food or drinks will be available to purchase onboard short haul flights. However, we'll be offering complimentary light refreshments and water and hot drinks will be available on request.

On long-haul flights, we've worked closely with food and health experts to make available a selection of hot and soft drinks as well as some light refreshments. We'll be carefully and hygienically preparing and packaging each meal before the flight. Unfortunately, special dietary requirements or allergies will not be catered to. Those customers who ordered pre-paid meals will be eligible for a refund.

Customers can eat any food brought with them that does not require heating or chilling, although we suggest they purchase food before they reach the airport as many restaurants and shops may be closed. We'll continue to assist parents who need to heat milk for their children.

This situation is evolving fast, so please ensure you are subscribed to batraveltrade.com. It's the best source of up to date news about changes to our operations, network and the flexible booking policies which I have referred to in previous letters.

During this period of great uncertainty, some things remain constant; the safety and wellbeing of our customers and people continues to be our top priority. My team and I will continue to provide you with all the support we can during this difficult time.

All the best,

Mark Muren
Head of Global Sales

British Airways

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