

British Airways – COVID 19 Latest Update and Actions

Policy

New flexibility for existing bookings:

For all bookings made on or before 13 Mar 2020 and departing between 14 Mar - 31 July 2020, you can:

1. Change to a new flight with no change fee or
2. Exchange your ticket for a credit worth the full value of the original ticket, credit valid till 30 April 2022

Extended dates for the "Book with Confidence" policy on new bookings:

We have waived our change fees for all new bookings made between 3 Mar - 31 May 2020, to travel up to 31 Dec 2020.

NOTE: For bookings made via NDC, servicing options may vary.



New special one-way fares:

We have introduced special one-way fares for travel from USA to United Kingdom to help customers who may need to travel at short notice. These fares are valid for travel until 31 May 2020.

Network changes

- We have been working with the British Government to run repatriation flights, bringing home thousands of Britons stranded across the globe. We have successfully completed various flights including to Cuba, Lima and India. We will continue to work with the government to assist with repatriation where we can.
- Although passenger demand has fallen significantly, the need for goods to be transported across the globe has remained high. To help support this demand, with the help of our partners at IAG cargo, we have been running cargo only flights which include transporting urgent medical supplies to where they are needed most.
- We will try our very hardest to continue flying where governments allow us to operate and where there is demand.
- We are currently operating all our flights from LHR Terminal 5, mainly to Europe with some flights to key gateways in the US.
- We are operating no services from LGW and LCY.



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Operations

Enhanced Aircraft Cleaning: The cleanliness of our aircraft is of utmost importance for both customers and colleagues.

- We have increased the capacity of our cleaning teams and the frequency of audit inspections.
- Our cabin crew are trained to a high standard of hygiene.
- All our aircraft are fitted with High Efficiency Particulate Air (HEPA) filters to remove particulate and bacterial contamination and provide passengers with clean air inside the cabin. These provide the same level of air filtration as hospital operating theatres.
- All cabin crew have been provided with hand sanitisers on board aircraft.

Onboard Service Changes

In order to deliver our cabin service in the safest manner possible, we have made some temporary changes to onboard catering across all cabins.

- **Short Haul:** There will be no Buy-on-Board available and we will serve complimentary refreshments (snacks) and water. Hot beverages are available on request.
- **Long Haul:** No standard meal service and we will serve refreshments (sandwiches/snacks), water, soft drinks and hot beverages
- Refunds are available for pre-paid meals.



Terminal Consolidation

- All British Airways' services currently operating from London, Heathrow Terminal 5.
- All British Airways' services currently operating from New York, Kennedy Terminal 8 between 30th April – 15th May 2020
- All British Airways' services currently operating from Manchester will switch to Terminal 1.

Lounge Closures

We have temporarily suspended the operation of all BA lounges worldwide.



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Operations - Charter and Repatriation flights

As of Sunday the 19th of April British Airways has operated 42 passengers charter flights. The majority of them have been repatriations for the FCO, but there are a number of others that were operated for the US Department of State, other governments, and private companies.



The table below summarises the destinations and some of the routings:

Routing (LHR-)	Country	FCO or Private charters
Dhaka	Bangladesh	FCO Repatriation
Havana	Cuba	FCO Repatriation
Amritsar	India	FCO Repatriation
Ahmedabad	India	FCO Repatriation
Goa	India	FCO Repatriation
Goa-Mumbai-LHR	India	FCO Repatriation
Kolkata-Delhi-LHR	India	FCO Repatriation
Hyderabad-Ahmedabad-LHR	India	FCO Repatriation
TRV-Kochi-LHR	India	FCO Repatriation
Chennai-Bangalore-LHR	India	Private
Marrakesh	Morocco	Private
Lagos	Nigeria	FCO Repatriation
Abuja	Nigeria	FCO Repatriation
Lima	Peru	FCO repatriation & private
Manilla	Philippines	Private
Moscow	Russia	Private
Las Palmas	Spain	Private
Miami	USA	Private
Bermuda		Private
Grand Cayman		FCO Repatriation



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London Heathrow Update and FAQ

London Heathrow is continuing to work closely with government experts, health professionals and airlines to safely handle flights, many of which are helping with the repatriation of British citizens and cargo operations carrying vital supplies for frontline teams battling against this pandemic.

How are they keeping passengers and colleagues safe?

Several measures have been put in place at airports across the UK including the following at Heathrow:

- Enhanced monitoring of flights from affected locations and early liaison with flight crews
- A dedicated PHE team of doctors and colleagues at Heathrow
- A public information campaign including signage across all areas of the terminals, there are host of banners, digital signs, floor markings, and leaflets with health advice and 2m social distancing reminders

Heathrow Airport has also put in place several measures to help support our passengers and colleagues including:

- The provision of over 600 hand sanitiser dispenser locations across the airport and an increase to already thorough, cleaning procedures
- The creation of a dedicated, isolated, terminal pier area to be used by PHE medical professionals while liaising with suspected cases
- Airport Fire Service have been provided with additional Personal Protection Equipment and training in case they are required to act as first responders to suspected cases
- For colleagues, they've made surgical masks available to those who would like to wear them and are installing Perspex barriers in security

Should passengers wear protective clothing at Heathrow?

If a passenger is choosing to wear protective clothing, they will need to be mindful that they may be asked to remove it when going through security so that staff can safely and efficiently carry out security checks as required by the government for every passenger before their flight. There are hand sanitiser locations situated before and after security which staff are encouraging passengers to use during this time.

Are there temperature checks in place at Heathrow?

There are currently no temperature checks at Heathrow for arriving flights, so passengers should not expect to see them when they land. The current health screening measures at UK airports are decided by the Government.

However, the governments of some foreign countries are asking that passengers arriving in their country must have had their temperatures checked before taking off from their departure airport as an entry requirement, so passengers may see this on departure from Heathrow.

Porter Service and Meet and Assist service have temporarily been suspended. Fast track security has also been closed.

Full FAQ can be found here:

<https://www.heathrow.com/customer-support/faq/coronavirus-covid-19>

