

# 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 – 30 Sep 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 Apr 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 – 30 Sep 2020, to travel up to 31 Aug 2021.

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



### **Corporate Name Change Policy:**

British Airways is extending greater flexibility to your existing or new Corporate & On Business bookings with the ability to accommodate one free change in traveller name.

1. Existing bookings ticketed on or before 14th May 2020 with original travel dates up to 30th Sept 2020
2. New ticketed bookings made between 14th May 2020 and 30th Sept 2020 for travel to be completed (outbound and inbound) by 31st Dec 2020

## Network changes

- London Gatwick short-haul operation will be consolidated to London Heathrow for July and August.
- Long-haul services at London Gatwick have started to resume in July.
- Throughout July and August, we will resume flying to more destinations across our network albeit offering fewer frequencies.
- Across the UK and Europe, the airline will return to more short haul and domestic destinations by the end of July.
- The airline will also return to a small number of its normal long-haul routes, services will resume across the Americas, Caribbean and Far East.
- Connections via London – at the moment, airside connections are permitted to take place as normal. For overnight connections customers will be asked to fill in a form with their contact details and self-isolate until their connecting flight departs.



Schedule subject to change. Correct as of July 2, 2020



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## Operations and Cleaning

**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.
- We have introduced a new personal protection pack for our customers

### Face Masks:

We require all customers to wear a face mask at all times in the airport and on board. A face mask could last up to 4 hours, so please make sure that you bring enough for the duration of your trip. Further guidelines can be found here:

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#face-coverings>

### 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.



### Terminal Consolidation

- All British Airways' services currently operating from London, Heathrow Terminal 5.
- London Gatwick short-haul operation is consolidated to London Heathrow for July and August. Some LH flying has resumed in July.
- All British Airways' services currently operating from New York, Kennedy Terminal 7.

### Lounge Phased Openings

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

From the 4th July, we have started a phased approach of re-opening our lounges. Our Galleries South Club and Galleries First at Heathrow, Terminal 5 are open now.



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## Customer Health, Hygiene and Cleaning Products

### PERSONAL PROTECTION PACK

- Personal protection pack will be offered to each customer together with a 'safe disposal' bag, during boarding. The pack contains:
  - 1x antibacterial wipe
  - 1x hand sanitiser gel.



### FACE MASKS

- Face masks are available on all flights (20% of aircraft configuration, per sector).
- Available on request for customers.

### TOILETRIES

- All our toilets are equipped with toiletries including hand wash to facilitate good hand hygiene.
- Sanitising wipes are provisioned in each toilet, enabling customers to wipe surfaces prior to use.



### SOFT FURNISHING

- Soft furnishings, including blankets and duvets are hygienically packaged in plastic outer covering in all cabins.



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## Social Distancing Onboard



### BOARDING PROCESS

- Customers will board the aircraft from AFT to FWD, to avoid aisle congestion and passing through cabins where customers are already settling in.
- Overhead lockers will be kept closed in Club Europe to facilitate faster boarding and protect carry-on luggage stowage capacity.



### COMMUNAL AREAS

- We will ask all customers not to congregate or gather in groups in any part of the aircraft
- **Toilets:** Customers are requested to remain seated and only use toilet when vacant sign is illuminated
- Queuing in aisles and galleys will be monitored by cabin crew.



### MONITORING (IN-FLIGHT)

- **Call bells:** Customers requiring additional assistance will be requested to use their call bell throughout the flight.



### DISEMBARKATION PROCESS

- Customers will be invited to disembark in groups according to row number and based on number of doors being used.



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## Onboard: Food and Drink

### Food and drink

- From 16 June, we are introducing an enhanced temporary catering proposition
- We will be offering our customer pre-prepared meal boxes
- Our crew are on hand to provide any allergen advice
- Special meals will not be available, please visit our FAQs on [ba.com](https://www.britishairways.com/ba.com) for more information
- We will continue to take advice from relevant authorities and incorporate this into the development of our on board experience

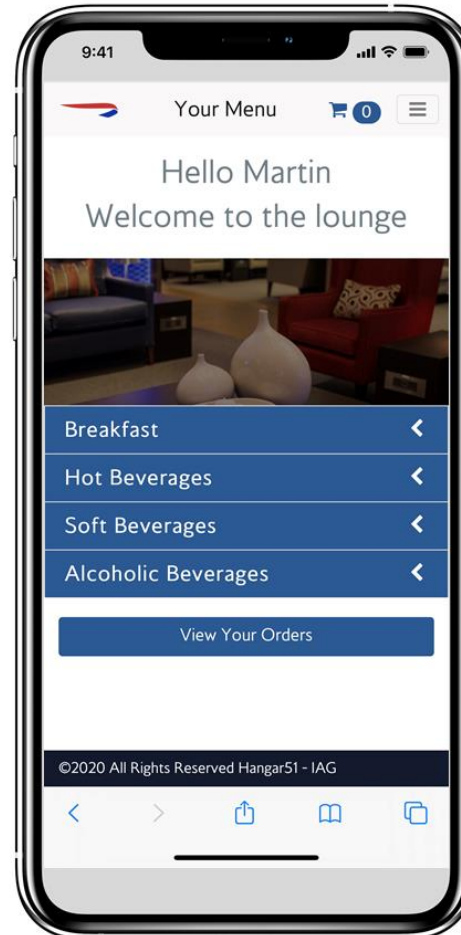


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## Lounges are starting to re-open



- From the 4<sup>th</sup> July, we have started a phased approach of re-opening our lounges. Our Galleries South Club, Galleries First and Arrivals lounge at Heathrow, Terminal 5 are open now
- For customers travelling in First, we've created a dedicated area within the Galleries First lounge, called the **Concorde Terrace**
- In order to minimise contact with others, we ask customers to only sit in those seats that do not have a sign on them. We have also installed screens throughout the lounge to separate seating areas.
- Customers will be asked to use YOUR MENU to order food
- We are offering individual pre-wrapped snacks which customers can take away



### YOUR MENU

#### How to use it

- Scan the QR code nearest to where they are seated by opening the camera app and placing it in front of the QR code
- Once this has been done successfully a message at the top of the screen will appear, click on this and the menu for that lounge will appear
- Customers will need to enter their name and password which is displayed under the QR code. The table number will appear
- Make food and drink selection and place order. The order status can be checked by going to 'My order'

We ask customers not to move to another location once the order has been submitted so that our team can find them



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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

### 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?

Heathrow is now trialling temperature checks in Terminal 2 and Terminal 5's immigration halls, the main entrance to departures within Terminal 2 as well as Zone H in Terminal 5's departures area.

The trial started on 21 May 2020 and will remain ongoing as they determine the technology's suitability. A number of other measures are also being considered, these include UV sanitation, thermal screening technology and contactless security procedures. You can find out more here: <https://www.heathrow.com/latest-news/heathrow-covid19-detection-trials>.

**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>

