

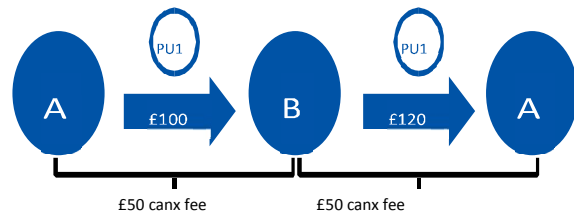


# BRITISH AIRWAYS

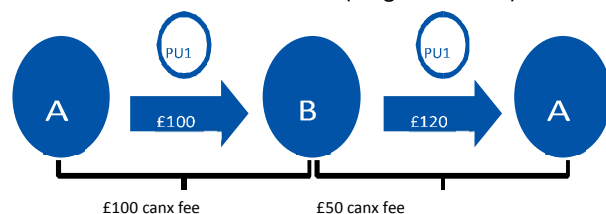
## Key Message

There is a change to the way cancellation fees are applied when a customer chooses to cancel all or part of the itinerary.

## Current Policy Examples

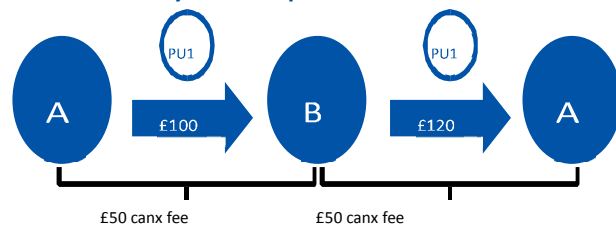


Fare paid £220  
Amount refunded £170  
Cancellation fee £50 (Largest fee £50)

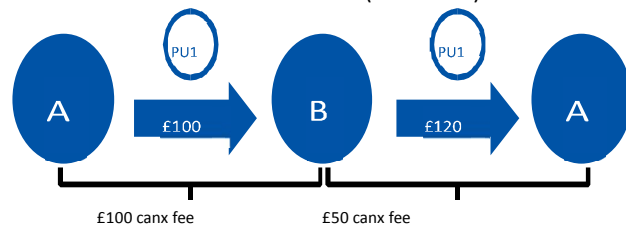


Fare paid £220  
Amount refunded £120  
Cancellation fee £100 (Largest fee £100)

## New Policy Examples



Fare paid £220  
Amount refunded £120  
Cancellation fee £100 (£50 + £50)



Fare paid £220  
Amount refunded £70  
Cancellation fee £150

## Advice For Our Trade Partners

- The new refund rules will be phased in for applicable fares from 10 May 2016
- Customers must be briefed on the refund rules at the point of sale