



Storm Austen (JER & GCI) 22-23 Oct 26 - 22 Oct 2026, 12:30 AM

Customer Guidelines

Key Message:

If a customer, travelling to/from Jersey (JER) on 22-23 OCT 26, calls stating they have received notification from British Airways that they now have the option to change their flight to any BA operated sector, the following guideline is available.

22-OCT-2026 12:30

Advice for British Airways-125 or other airline ticketed customers whose flight is still OPERATING

Rebook onto	British Airways (BA) as per Guidelines below
Affected Airport	Jersey (JER), Guernsey (GCI)
Tickets issued by	21 OCT 26
Ticket travel dates	22OCT26 – 23OCT26
New travel dates	22OCT26, 24OCT26-25OCT26
Rebooking Allowance	Rebooking Guidelines <u>Available for the following flights:</u> BA1356 22OCT26 & BA1357 23OCT26 All services on 23OCT26 to/from LHR & LGW When rebooking a customer: The rebooking allows a free change to any ALTERNATIVE, BA operated service to/from JER & GCI Please rebook from availability. Important:

	Always rebook into the same class as the original flight, or the lowest available class within the same cabin.
Origin/Destination/Stopover changes	Origin – Yes, can rebook to/from LHR & LGW Destination – Yes, can rebook to/from LHR & LGW Stopover - No
Refunds Allowed	No – For customers on cancelled flights, follow standard Customer Handling Guidelines
Redemptions included	Yes – Please use the rebooking allowance above
Travel Agency PNR's	<u>GDS PNR</u> Agency to follow these guidelines and self-manage rebooking and reissue via their GDS. No waiver code needed. <u>NDC PNR</u> Agency to follow these guidelines and manage via API capabilities. Otherwise, call Trade Helpdesk for assistance. THIS GUIDELINE WILL BE PUBLISHED ON BATPC
Important Information	 Additional Conditions One involuntary ticket change allowed from the above options. Add OS BA JER STORM Add OSI for customer phone number/email address Terms and conditions from original ticket apply for any further voluntary changes. All BA operated sectors in a booking can be changed if at least one of the BA operated sectors is eligible above. Other sectors in the booking must be rebooked in the same class or lowest available in the same cabin as originally booked. Any changes to non-BA operated sectors will need to be requoted and any possible fare difference charged to the customer.  Disclaimer Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time.

21Oct26 06:55 pm BST

