

DXB/AUH/BAH/AMM/DOH/TLV/ RUH & JED CANCELLED SERVICES - UPDATE 19 - 27 May 2026, 11:00 AM

Customer Guidelines


KEY MESSAGE

Due to the continued disruption in the Middle East, we are offering customers the following re-booking options if their flight is cancelled.

27-MAY-2026 11:05 (UK)



Advice for British Airways-125 customers whose BA, BA*QR, QR Prime flight, BA*IB or IB prime flight is CANCELLED

Rebook onto	As per Guidelines below
Affected Airport	Dubai (DXB), Abu Dhabi (AUH), Bahrain (BAH), Amman (AMM), Doha (DOH), Tel Aviv (TLV), Riyadh (RUH), Jeddah (JED)
Tickets issued by	19MAY 2026
Ticket travel dates	28 FEB 2026 – 24 OCT 2026
New travel dates	Up to and including 24 OCT 2026
Duration	Return sector can be beyond 24 OCT 2026 if essential to maintain original duration (within ticket validity)
Rebooking Allowance	 Rebooking Guidelines When rebooking a customer: Always rebook into the same class as the original flight, or the lowest available class within the same cabin. You may rebook on the following carriers (Prime only). Destination/Origin changes are permitted as long as same country or within 750 miles.

Preferred:

Qatar (QR)

Instruction for **BA Club World** tickets being re-booked onto QR between DOH & Gulf routes ONLY:

Eligible Gulf Route Countries (DOH ↔):

Bahrain, Egypt, Jordan, Kuwait, Lebanon, Oman, Saudi Arabia, United Arab Emirates

QR aircraft is 2-cabin (F & M):

- ✔ BA Club World passengers may be rebooked into QR First Class (F)

QR aircraft is 3-cabin:

- ✔ Book into QR Business Class (J) if available
- ✔ QR First Class (F) is permitted if J is unavailable
- ✔ If both (J) & (F) are unavailable then (Y) is permitted

⚠ This exception applies only when a 2-cabin configuration removes the J cabin.

Routes Outside the Gulf Region

- ✘ The above exception does not apply
- ✔ Standard – rebook into the same class as the original flight, or the lowest available class within the same cabin.

Air France (AF)

Lufthansa (LH)

Swiss (LX)

Iberia (IB)

Scandinavian (SK)

Austrian Airlines (OS)

Brussels Airlines (SN)

American Airlines (AA)

Finnair (AY)

Bangkok Airways (PG)

Malaysia Airlines (MH) - Until 31JUL 2026

Turkish Airlines (TK) – Until 31OCT 2026

Cathay Pacific (CX) – Until 31JUL 2026

Oman Air (WY) – Until 31OCT 2026

Royal Jordanian (RJ) - Until 31OCT 2026

- o AMM-LHR & LHR-AMM - Euro Traveller + Club Europe - rebook in A class only
- o LHR-AMM-DXB & DXB-AMM-LHR
- o LHR-AMM-SHJ & SHJ-AMM-LHR
- o LHR-AMM-AUH & AUH-AMM-LHR
- o LHR-AMM-JED & JED-AMM-LHR

World Traveller + World Traveller Plus rebook in A class & Club World rebook in Z class only

	<p><u>Secondary:</u></p> <ul style="list-style-type: none"> o EL AL (LY) – Until 31AUG 2026 <p><u>For TLV flights that have been CANCELLED:</u></p> <ul style="list-style-type: none"> · Customers can also re-route onto BA or other preferred/secondary carriers as listed above, such as LHR-ATH/ATH-LHR or LHR-LCA/LCA-LHR. <p><u>For AMM flights that have been CANCELLED</u></p> <ul style="list-style-type: none"> · Customers can also re-route onto BA or other preferred/secondary carriers as listed above, such as LHR-CAI/CAI-LHR or LGW-SSH/SSH-LGW. <p><u>For RUH flights that have been CANCELLED</u></p> <ul style="list-style-type: none"> · Customers can also re-route onto other preferred/secondary carriers as listed above, such as LHR-JED/JED-LHR. <p><u>For JED flights that have been CANCELLED</u></p> <ul style="list-style-type: none"> · Customers can also re-route onto BA or other preferred/secondary carriers as listed above, such as LHR-RUH/RUH-LHR.
Origin/Destination/Stopover changes	<p><u>Within same country or 750miles</u></p> <p>Origin – YES (Onto BA or other preferred/secondary carriers as listed above)</p> <p>Destination – YES (Onto BA or other preferred/secondary carriers as listed above)</p> <p>Stopover – YES</p> <p>Rebook into the same class as the original flight, or the lowest available class within the same cabin.</p> <p>Waive change fee & service fee. No fare difference or adcol to be collected.</p> <p><u>Different country or greater than 750miles</u></p> <p>Origin – YES (Onto BA operated flights only)</p> <p>Destination – YES (Onto BA operated flights only)</p> <p>Stopover – YES</p> <p>Waive change fee & service fee. Fare to be re-priced and any adcol to be collected.</p> <p>Origin/Destination/Stopover changes also permitted for BA/IB Holidays</p>
Refunds Allowed	YES – Follow standard Customer Handling Guidelines
Redemptions included	Yes – Change of destination is allowed, rebook into redemption classes on BA services only, or lowest available on other carriers
BA* QR or QR Prime	This policy also applies to BA 125 ticketed customers on any BA* QR or QR Prime flights that were operating via DOH and now cancelled.
Travel Agency PNR's	<p><u>GDS PNR</u></p> <p>Agency to follow these guidelines and self-manage rebooking and reissue via their GDS. No waiver code needed.</p> <p><u>NDC PNR</u></p> <p>Agency to follow these guidelines and manage via API capabilities. Otherwise, call Trade Support for assistance.</p> <p>THIS GUIDELINE WILL BE PUBLISHED ON BATPC</p>

Important Information

 Additional Conditions

One involuntary ticket change allowed from the above options.

It is essential that clear remarks are added to the PNR to reflect the conversation with the customer and the option that has been accepted.

Add OS BA MIDDLE EAST SITUATION

Add OSI for customer phone number/email address

Terms and conditions from original ticket apply for any further voluntary changes.

All BA or BA* operated sectors in a booking can be changed if at least one of the BA or 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.

Guidance for Groups: For Group bookings, eligibility of this policy applies once payment has been received by British Airways or a confirmed commitment to pay exists for the booking. Group passengers can be rebooked onto BA-operated services regardless of the ticketing status of individual passengers within the Group booking. For a group booking to be rebooked onto another carrier's service under the provisions of this policy, every passenger within the booking must be ticketed.

 Disclaimer

Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user.

Any additional expenses incurred are the responsibility of the customer.

BA reserves the right to withdraw guidelines at any time.

23-MAY-2026 11:20



23MAY26 01:00am



19-May-2026 10:00 (UK)



19-May-2026 08:40 (UK)



20APR2026 04:55PM



09-APR-2026 13:15 (UK)



09-Apr-2026 11:45 (UK)



09-APR-2026 10:00 (UK)



2-APR-2026 15:55 PM

