

# Customer Guideline - Italy General Strike - 2 Jul 2026, 10:11 PM


## Customer Guidelines

### Key Message:

Strike called by several unions for national workers which may impact Milan airports Malpensa (MXP) & Linate (LIN). We are offering customers travelling to/from these destinations the following flexibility.

02-JUL-26 10:11(UK) ^

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	Milan Malpensa (MXP) & Linate (LIN)
Tickets issued by	01JUL26
Ticket travel dates	05JUL26
New travel dates	02JUL26 - 08JUL26
Rebooking Allowance	 <b>Rebooking Guidelines</b> When rebooking a customer:  Always rebook into the same class as the original flight, or the lowest available class within the same cabin.  +/- 3 days or same day rebooking onto any available service, allowing airport changes between LIN and MXP
Origin/Destination/Stopover changes	Origin - Yes (Malpensa or Linate ONLY) Destination - Yes (Malpensa or Linate ONLY) Stopover - No
Refunds Allowed	No - For customers on cancelled flights, follow standard Customer Handling Guidelines

Redemptions included	Yes – Please use the rebooking allowance above
British Airways Holidays / Iberia Holidays	<p>Rebook <b>flights</b> as per above guidelines</p> <p>Modify <b>land arrangements</b> (including NCNR) to match new flights</p> <p>Waive land amend fees (including NCNR)</p> <p>Customer pays/receives difference in price for land arrangements</p> <p>Involuntary reissue e-tickets. If using ATU, add the base fare back into the pop up</p>
Travel Agency PNR's	<p><u>GDS PNR</u> Agency to follow these guidelines and self-manage rebooking and reissue via their GDS. No waiver code needed.</p> <p><u>NDC PNR</u> Agency to follow these guidelines and manage via API capabilities. Otherwise, call Trade Helpdesk for assistance.</p> <p>THIS GUIDELINE WILL BE PUBLISHED ON BATPC</p>
Important Information	<p> <b>Additional Conditions</b></p> <p>One involuntary ticket change allowed from the above options.</p> <p>Add OS BA ITALY STRIKE</p> <p>Add OSI for customer phone number/email address</p> <p>Terms and conditions from original ticket apply for any further voluntary changes.</p> <p>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.</p> <p>Any changes to non-BA operated sectors will need to be requoted and any possible fare difference charged to the customer.</p> <p> <b>Disclaimer</b></p> <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user.</p> <p>BA reserves the right to withdraw guidelines at any time.</p>

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