




# Venezuela Earthquake Update 4 - 1 Jul 2026, 07:00 PM

## Customer Guidelines

Customers impacted by an earthquake in Venezuela are allowed one free change due to operational disruptions. This flexibility is granted when the disruption directly affects the customer's travel plans. The policy ensures customers can adjust their bookings without incurring additional fees during such events.

## 01JUL26 08:00 pm

Rebook onto	British Airways (BA) BA*(AA operated) as per Guidelines below
Affected Airport	VENEZUELA (CCS)
Tickets issued by	23 JUN 2026
Ticket travel dates	25 JUN 2026 - 11 JUL 2026
New travel dates	25 JUN 2026 - 14 JUL 2026
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.
Origin/Destination/Stopover changes	Origin - No Destination - No Stopover - No

Refunds Allowed	No – For customers on <b>cancelled</b> flights, follow standard Customer Handling Guidelines
Redemptions included	Yes – Please use the rebooking allowance above
Travel Agency PNR's	<p><u><b>GDS PNR</b></u> Agency to follow these guidelines and self-manage rebooking and reissue via their GDS. No waiver code needed.</p> <p><u><b>NDC PNR</b></u> Agency to follow these guidelines and manage via API capabilities. Otherwise, call Trade Support for assistance.</p> <p><b>THIS GUIDELINE WILL BE PUBLISHED ON BATPC</b></p>
Important Information	<p> <b>Additional Conditions</b></p> <p>One involuntary ticket change allowed from the above options.</p> <p>Add OS BA Venezuela Earthquake</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>