

# CUSTOMER GUIDELINE - DFW Inclement Weather - 9 Apr 2026, 10:00 PM

Customer Guidelines




## Key Message:

Due to expected weather in the Dallas Fort Worth (DFW) area, the following customer guideline is available

09-APR-2026 22:00

Advice for British Airways-125 ticketed customers whose BA\* (AA operated)

AA Prime or BA intl flight to/from the US is still OPERATING

Rebook onto	British Airways (BA) BA*(AA operated) as per Guidelines below
Affected Airport	Dallas Fort Worth (DFW)
Tickets issued by	08APR26
Ticket travel dates	12APR26
New travel dates	10APR26 – 14APR26
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.
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><b>GDS PNR</b> Agency to follow these guidelines and self-manage rebooking and reissue via their GDS. No waiver code needed.</p> <p><b>NDC PNR</b> 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>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>