

Customer Guidelines: EBOLA OUTBREAK RESPONSE MAY26 – FREE CHANGE - 11 Jun 2026, 05:30 PM

Customer Guidelines

Key Message:



If a customer calls stating they have visited, or are due to visit, the Democratic Republic of Congo (DRC), Uganda or South Sudan within 21 days of a flight to the USA, Bahamas, Canada, Mauritius & Mexico the following guideline is available.



11 June 2026 05:30 pm



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 Country	<p>Policy applies to anyone who has visited the following countries and is due to enter:</p> <p>USA, Bahamas, Canada, Mauritius, Mexico.</p> <p>Irrespective of whether the airports listed are included in the PNR: Uganda - Kampala (Entebbe) EBB. Democratic Republic of Congo - Kinshasa (FIH), Lubumbashi (FBM), Goma (GOM). South Sudan - Juba (JUB), Malakal (MAK).</p>
Tickets issued by	11 JUN 2026
Ticket travel dates	20MAY26 – 30JUL26
New travel dates	21 DAYS AFTER THE CUSTOMER VISITED AFFECTED NATIONS

Rebooking Allowance	<p> Rebooking Guidelines When rebooking a customer:</p> <ul style="list-style-type: none"> • If the customer is a US CITIZEN or RESIDENT– Traveling to the US: Rebook the customer on the same date as their original booking to enter the USA via JFK, ATL, IAH or IAD. Please book onward connecting flights to their original final destination once they have entered the USA via the above listed airports. • If the customer is NOT a National or resident – of the listed countries above: The rebooking allows a free change from all operated services to the USA, Bahamas, Canada, Mauritius, and Mexico to any BA operated service to the same destination on the next available flight when it will have been 21 days since their visit to Uganda, South Sudan, or the Democratic Republic of Congo (DRC). Please rebook any onward connections as per original itinerary. • Please rebook from availability. <p> Important: Always rebook into the same class as the original flight, or the lowest available class within the same cabin.</p>
Origin/Destination/Stopover changes	Origin - No Destination - No Stopover - Yes
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	<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 Support for assistance.</p> <p>THIS GUIDELINE WILL BE PUBLISHED ON BATPC</p>
Important Information	<p> Additional Conditions</p> <ul style="list-style-type: none"> • One involuntary ticket change allowed from the above options. • One involuntary ticket change allowed from the above options. • Add OS BA EBOLA RESPONSE • 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 or AA operated sectors will need to be requested and any possible fare difference charged to the customer. <p> Disclaimer</p> <ul style="list-style-type: none"> • 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.