

WE ARE LOOKING FORWARD TO WELCOMING YOU BACK ON BOARD

BRITISH AIRWAYS 



As we prepare for the meaningful restart of international travel, we've been doing everything we can to make you feel safe on the ground and in the air. Whenever the time is right to return to the skies, we'll be supporting you every step of the way. Travel might look a little different these days, but we've made changes at every step of the journey so that you can fly safe and well. We have summarised these below for your convenience.

OFFERING FLEXIBILITY TO OUR CUSTOMERS

Our 'Book with confidence' commitment means your customers can change their booking, or even cancel it, if they need to until 30th April 2023. They can travel wherever they want, whenever they're ready, in a safe and welcoming environment. They can change the dates and destination of their booking without incurring a change fee, although they will need to pay any difference in price. If they decide they no longer want to travel, they can cancel their booking and we'll give them a voucher to the same value for a future booking. Find out more on our [Trade Support website](#).

MAKING TRAVEL EASIER WITH THE VERIFLY APP

We were the first airline in the UK to trial VeriFLY, a digital health pass solution. VeriFLY, will certify test certificates and required travel documentation for the destination of travel on a personal mobile device, before leaving home and offer a fast track opportunity at the airport. Customers can currently use VeriFLY on the following services:

- London Heathrow (LHR) to US flights
- US to London Heathrow (LHR) flights
- All UK inbound flights to London Heathrow (LHR)
- London Heathrow (LHR) to Canada flights
- London Heathrow (LHR) to Ireland flights

VeriFLY has also been adopted by our joint business partners American Airlines and our sister airline Iberia, improving customer service for our joint business customers.

TAKING THE STRESS OUT OF COVID TESTING

We offer our customers and partners discounted global antigen tests from Government-approved Covid-19 testing provider, [Qured](#), at an exclusive price of £33 using code BATRAVEL15. Through our partnership with Randox, we offer our customers and partners discounted PCR home testing, Test To Release and Day 2 & 8 test kits from £60 per kit using code BritishAirways50. Randox offer a rapid turn around service from receipt of sample. Qured and Randox test kits are ultra-convenient and can be ordered to any UK address. When travelling to the UK from the US customers can order discounted testing kits through LetsGetChecked.

PEACE OF MIND IN OUR LOUNGES

Selected lounges at Heathrow Terminal 5 are open. We have introduced a number of measures to ensure the health, well-being and safety of our customers and our colleagues, including safe distance markers and sanitising stations throughout the lounge. We've launched an online app 'Your Menu' where customers are able to order their own food and drink, which will be brought directly to them. You can find out more on the [OneWorld website](#).



RELAX AND UNWIND IN OUR CLUB SUITE

Our award-winning long haul business class product, the Club Suite, is available on selected flights and we are continuing to roll it out across our fleet. Customers can enjoy their own personal space to sit, sleep, work, or relax. The new cabin offers direct aisle access from every seat, and a door for enhanced privacy. There's also more room to relax, with a larger 79" fully flat bed and lots of extra storage space. Club Suite uses technology to make customers' experience even more comfortable; with digital seat functions, high speed Wi-Fi, personal charging points, and 17" high resolution screens with the latest films and music.



ENHANCED SAFETY MEASURES

British Airways is proud to be one of the first airlines in the world to be awarded a 4* Covid-19 safety rating by Skytrax.

Personal protection packs containing a hand surface wipe and hand sanitiser gel are provided to every customer on all flights. British Airways has partnered with Dettol, the UK's number one disinfection brand, to offer customers a range of Dettol products in the air and on the ground. Dettol sanitising stations are positioned throughout the airport and next to touchpoints such as check-in kiosks and arrivals desks. We require customers to wear a face mask at all times in the airport and onboard our flights. As a guide, each mask lasts up to four hours. Face masks are also required for all team members.

Every key surface is disinfected after every flight and we clean our aircraft from nose to tail every day. We sanitise key surfaces before every flight, from customers seats to their screen, seat buckle and tray tables. In the cabin, air is completely replaced every 2 to 3 minutes, passing through HEPA filters. HEPA filters remove microscopic bacteria and virus clusters with over 99.9% efficiency, equivalent to hospital operating theatre standards.

To find out more about how we're looking after the safety and wellbeing of our customers, please visit our [welcome on board](#) page via our website.



ENJOY OUR DELICIOUS INFLIGHT FOOD SERVICE

We've amended our inflight food options and service to reduce physical contact with our crew and to ensure passenger comfort and safety.



SHORT HAUL

We have partnered with British Michelin-starred chef, Tom Kerridge, who has designed a number of gourmet food items to pre-purchase for customers travelling in Euro Traveller (Economy).

Customers **must** pre-purchase food, drink and inflight retail items from the Speedbird Café up to 12 hours before departure from London, or 24 hours before departure from a European destination via the [High Life Shop](#). Purchasing items onboard is not available at this time. We continue to offer a complimentary bottle of water and snack. In Club Europe (Business) we continue to serve a selection of delicious meals tailored to the time of day.



LONG HAUL

We have re-introduced Special Meals across all cabins and continue to serve a hot meal with starter and dessert in our World Traveller (Economy) and World Traveller Plus (Premium Economy) cabins. We offer snacks and a choice of hot and cold drinks, wines and spirits alongside your dining. Our Club World (Business) dining offer is a new one tray service for all main meal services to reduce social interaction in the cabin. In First, customers can create their own dining experience with our a la carte 'Dine Anytime' menu made with quality British ingredients.

We are delighted to inform you that we once again offer a full-service bar as per pre-Covid standards including cocktails and pouring chairside in premium cabins.

