



LHR Capacity Restrictions Trade Voucher Policy

Trade NDC Policy **V2 18th July 2022**

This is a new LHR Capacity Voucher policy that allows **LHR departing** passengers ticketed after **8th June** travelling up until the end of Sep 22 to convert their ticket value to a voucher.

The policy applies specifically to mainline British Airways-operated long-haul and short-haul flights operating from London Heathrow (LHR) within the specified travel dates.

For details on our flexible rebooking policy, please see BA Travel Trade.

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When does this apply?

- Existing bookings ticketed after 8th Jun 2022, for travel commencing from LHR until end Sep 2022.
- These conditions apply to tickets issued on British Airways (125), for any carrier routing
- Rebooking with credit valid for travel (outbound & inbound) by 30th September 2023 or EMD (RSVT) for future travel valid on: -
 - BA through fares and/or marketed routes
 - Combined BA routing with SJB, AJB, Qatar JB or IAG partners fares
 - BA routings which include Sunair, only if the routing is in connection to/from a BA mainline flight
- Other carriers issued tickets may have different rules

When would this policy not be permitted?

- Unticketed bookings
- Any ticket coupons where the passenger no-shows for an operated flight
- Travel dates outside of the specified period
- Groups bookings

What flexibility does the policy permit?

- **The ability to retain the unused value of their ticket towards future travel as credit in the form of a D/98B eVoucher.**

New travel with payment using a D/98B eVoucher must be completed (outbound & inbound) by 30th September 2023.

- The total value of the booking is carried forward in the form a D/98B eVoucher. This includes the fare, taxes, fees & charges which appear on the original ticket and any associated ancillaries.²
- Customers opting for 'credit' as a D/98B eVoucher are forfeiting the T&Cs of the original ticket and are accepting a new offer as 'credit' in the form of an D/98B eVoucher for future travel which is non refundable
- Confirmation of opting for 'credit' applies once the Booking with Confidence option is selected in the cancel and refund flow via the NDC API or the Issue Credit voucher webform is completed on ndc.ba.com
- The customer must retain their D/98B eVoucher reference and enter this when they are ready to make a new booking.
- Any associated pre-paid bags ancillaries (XBAG) will be refunded to the original form of payment. For pre-paid seats the original value will remain associated to the booking. Seats must be re-booked for the new flights. Additional collection maybe required depending on new seat category

My customer is not ready to fly, how do I hold the unused portion of the ticket for future credit?

- The full value of the original booking (including any ancillaries) can be converted to credit in the form of a D/98B eVoucher.
- The D/98B eVoucher can be used as full or part payment towards a future booking which is non-refundable.
- It is important that the customer is advised to retain their D/98B eVoucher reference for future use.
- New travel must be completed (outbound & inbound) by 30th September 2023.
- The customer should also be advised that they must return to their original issuing agent to use the future travel credit.
- Refunds not permitted. •
- This credit in the form of a D/98B eVoucher can be initiated by selecting Book With Confidence in the cancel and refund flow via the NDC API or the [Issue Credit voucher webform on ndc.ba.com](#).

My customer is ready to use their credit (existing ticket) for future travel, how do I proceed?

- If the customer is in possession of a D/98B eVoucher, it can be redeemed via NDC API's.
- Alternatively, if the customer redeeming a D/98B eVoucher via the webform process, the agent must follow the below process
 - Create & price a new PNR (This can be done by following the normal booking flow without providing any form of payment in the OrderCreate API)
 - If the booking is for travel within 72hrs, has an instant purchase fare or requires same day ticketing, please call your local NDC Trade Support office
 - For all other bookings outside 72hrs, please complete the [Redeem Credit Voucher webform available on ndc.ba.com](#)
 - It is the responsibility of the IATA agent to complete this form
 - This form must be submitted the same day the booking is made to enable us to complete the ticketing within time limit.