

British Airways Policy

Our Customer Commitment

We are fully committed to helping each and every one of our customers enjoy the best possible experience, wherever you might be travelling. This page sets out the levels of service that you can expect when travelling with British Airways, as well as relevant information on how we can help, should things not go according to plan.

Delays and cancellations

Whilst it is sometimes unavoidable, we understand that flight delays and cancellations can be extremely frustrating and can disrupt your travel plans. In these situations we are committed to providing you with the best level of service and information possible.

Help with delays, cancellations and refunds

We'll do everything we can to help get your travel plans back on track. Below are the options available to you, or you can find out how to re-book a flight and claim compensation if you're eligible.

We'll be in touch as quickly as we can if your flight is delayed or cancelled – so be sure to update your details on [Manage My Booking](https://www.britishairways.com/travel/managebooking/public/en_gb) (https://www.britishairways.com/travel/managebooking/public/en_gb) if your contact information changes.

Delayed flights

Head to the airport ahead of your original departure time if your flight is delayed. You can [check the status of your flight](#) and the [latest travel news](#) before you leave for the airport.

If your flight is subject to the United States Department of Transportation regulations, you are [entitled to a cash refund](#).

Cancelled flights

If your flight has been cancelled you can claim a refund.

Review your [EU consumer rights](#).

Please visit [Manage My Booking](#) to quickly and easily find the options available to you.

If your flight is subject to the United States Department of Transportation regulations, you are [entitled to a cash refund](#).

If you booked through a travel agent or a tour operator, please contact them directly to discuss your options or request a refund. If you need further assistance obtaining a refund from your travel agent or tour operator, please [contact us](#) directly.

If you need assistance please [contact us](#), we are here to help.

Missing, delayed or damaged baggage

Visit our [lost and damaged baggage page](#) to report any missing bags or make a claim.

Rearranging disability assistance, meals and seat choices

We'll automatically rearrange any disability and mobility assistance requests if your flight is delayed or rebooked following a cancellation.

We try and serve the meals passengers with dietary requirements have ordered on rebooked flights – although we might not be able to if a rebooked flight departs within 24 hours of your original departure.

We also do our best to transfer seat choices over to rebooked flights. This isn't always possible but we'll provide you with a close alternative where we can.

You can [apply for a refund](#) if we're unable to provide your meal choice or you're unhappy with an alternative seat selection.

Wi-Fi refunds

You can apply for a refund if you paid for Wi-Fi and it didn't work during your flight. We're also able to provide you with a receipt if you need one.

Go to our [complaints and claims portal](#) to make a Wi-Fi claim or request a receipt.

Getting in touch

Made your booking with us on ba.com or over the phone? Find the right way to get in touch on our [Contacts and FAQs page](#).

If you booked through a travel agent, tour operator or website other than ba.com, please get in touch with them directly if you've got any queries.

Compensation

You may be able to claim back costs caused as a result of a delayed or cancelled flight – for example, accommodation costs or food and drink while waiting at an airport.

You could also be entitled to compensation for a delayed or cancelled flight under certain circumstances.

Visit our Expenses and compensation page

<https://www.britishairways.com/content/information/delayed-or-cancelled-flights/compensation>.

Expenses and compensation

Check below what you can claim for when your travel plans are disrupted and learn how to go about it.

Expenses

If your flight is delayed or cancelled and you incurred additional expenses because of this, you may be able to claim a reimbursement.

What you can claim expenses for

We will consider reimbursing reasonable expenses for the following items:

- Hotel accommodation (where necessary).
- Transport between the hotel and the airport (where necessary).
- Meals and refreshments.
- Two telephone calls or internet-related costs to contact people outside the airport.

What you can't claim expenses for

- If you choose to travel from a different departure point or to a different destination than your original booking, we won't cover any expenses for travel between the two points, including car rental and parking.
- We won't cover any consequential losses, such as missed hotel stays or car rental.
- We won't reimburse any unreasonable expenses.

How to submit a claim for expenses

The quickest way to claim your expenses is online. You will need:

- The names of all passengers that you are claiming for.
- Details of all the delayed or cancelled flights in your journey.
- Details of your expenses.
- Receipts and other documents in support of your claim. You can attach scans or photographs of these to your online application or send us them by post.
- Your bank account details to process the payment. It takes about 10 to 15 minutes to complete the process. Our Customer Relations team will review your claim as soon as possible.

Compensation

Under some circumstances, you are entitled to claim compensation for a delayed or cancelled flight.

When you can claim compensation

1. If you're delayed at your final destination by more than 3 hours and that delay arises from causes within our control (rather than extraordinary circumstances which could not have been avoided by all reasonable measures); or
2. If we inform you of a cancellation less than 14 days before the planned departure date that arises from causes within our control (rather than extraordinary circumstances which could not have been avoided by all reasonable measures), unless:
 - We inform you of the cancellation between 7 and 13 days before the scheduled time of departure and offer an alternative route that allows you to depart no more than two hours before the scheduled time of departure and to reach your final destination less than four hours after the scheduled time of arrival; or
 - We inform you of the cancellation less than 7 days before the scheduled time of departure and offer an alternative route that allows you to depart no more than one hour before the scheduled time of departure and to reach your final destination less than two hours after the scheduled time of arrival.

When you cannot claim compensation

- If the delay is less than three hours.
- If we informed you of the cancellation 14 days or more before your planned departure date. We will contact you using the details you, the person who purchased the ticket or your travel agent have provided us with in connection with your booking.
- If you choose to travel from a different departure point or to a different destination than your original booking, you can't claim compensation for any expenses incurred for travel between these or any other consequential expenses, e.g. car hire, parking costs, etc.
- If your journey was affected by extraordinary circumstances such as air traffic control decisions, political instability, adverse weather conditions or security risks you may not be able to claim compensation.

How much compensation you can receive

The levels of compensation are limited by EU regulation as follows:

- 250 EUR for flights of up to 1,500km
- 400 EUR for flights within the EU of more than 1,500km, and for all other flights between 1,500km and 3,500km
- 600 EUR for all other flights

These amounts are reduced by 50% if we can offer you an alternative flight route to your final destination with a new scheduled arrival time that doesn't exceed the original scheduled arrival time by:

- Two hours for flights of up to 1,500km
- Three hours for all flights within the EU of more than 1,500km, and for all other flights between 1,500km and 3,500km
- Four hours for all other flights.

How to claim compensation

Before you make your claim

- To make a claim on behalf of someone else, please provide a signed letter of authority from all passengers included in the claim.
- You need to supply your name and contact details, the names of other passengers you're claiming for and their contact details, your booking reference and details of the cancelled flight.
- You can claim for as many passengers as are entitled to receive compensation, or are on the same booking. However, if there are different surnames, we will need authorisation to discuss their details and process the payment.

Compensation for British Airways flights

To claim compensation for British Airways operated flights (excluding flights operated by SUN-AIR; see information below), please contact our Customer Relations team by filling out our [online compensation claim form](#). We will respond as soon as possible.

If you're not able to claim online, you can write to:

British Airways Customer Relations

EU Compensation Claims

PO Box 1126

Uxbridge

UB8 9XS

United Kingdom

Please then allow extra time for us to process your claim.

If you already have a claim in process, you can [check its status](#).

Compensation for SUN-AIR operated flights

To claim compensation for flights operated by our franchisee, SUN-AIR (flight numbers BA8200 to BA8299), please write to:

SUN-AIR of Scandinavia A/S

Customer Relations

Cumulusvej 10

Billund DK-7190

Denmark

Offering Special Assistance

We provide customers who require special assistance with a professional and courteous service at all times.

Read more information about the disability and mobility assistance we can offer you on your journey with us. This may be managed through a third party agent.

Disability and mobility assistance

Find out more about our services for anyone with additional requirements, which have been designed to make you feel safe and confident as you travel. Discover what assistance is available and how to request the help you need.

What assistance is available?

We believe our unique British Airways' service should be accessible to everyone, and we're committed to making flights as easy as possible for customers travelling with disabilities. We're continually improving our service, and aim to become the airline of choice for customers with visible and non-visible disabilities.

What we can do to help you

A range of services are available, some of which are the responsibility of the airport operator or other service providers to provide. Once we know your requirements, we'll liaise with them to make arrangements.

Depending on your individual needs and circumstances, we can arrange:

- Assistance or an escort to and from the aircraft
- Help with stairs where necessary
- Transport for wheelchairs and mobility aids

When you reach the aircraft, our cabin crew can help you:

- Find your seat and familiarise you with your seat and the surrounding area
- Store and retrieve your hand baggage
- Move between your seat and the toilets
- Open any packaging of your on-board meal, identify your food and the layout of the meal tray

Our team will also be able to provide you with essential flight information.

What you'll need to take care of

During your journey you will need to look after:

- Personal care during the flight, such as eating and taking medicine
- Personal care in the toilet
- The needs of your service dog

You will need to travel with a companion if you need help to do any of the following:

- Lift yourself, for example in or out of your seat
- Reach an emergency exit unaided
- Communicate with the crew on safety matters
- Unfasten your seat belt
- Retrieve and fit a life jacket
- Fit an oxygen mask

A travel companion must be able to provide the assistance needed for your specific accessibility requirement(s). Our airport colleagues must be confident that your travel companion meets these requirements. If they don't, you may not be allowed to travel.

How to request assistance

You can request assistance in [Manage My Booking](#) after you have booked your flights. Please let us know what type of assistance you need at least 48 hours before your flight departs.

Find out more about [how to request assistance](#).

Contact us

If you have any questions or need further help, please [contact us](#).

How to request assistance

If you're travelling with additional assistance requirements, we can provide airport assistance for passengers with a disability. Just let us know the type of support you require at least 48 hours before your flight departs. Then, on your day of travel, follow our tips to help ensure a smooth journey.

Requesting assistance

1. If you want to make a new booking and you're travelling with a disability, our [Accessibility Team](#) can provide support and advice. Customers outside of the UK will be directed to their local support team.
2. Once you've booked your flights, log in to [Manage My Booking](#) to let us know the type of assistance you need. Select the blue menu bar at the bottom of the page labelled 'Manage My Booking' and then choose the 'Request assistance' option. You will then be able to select the support that you require.
3. You must do this at least 48 hours before your flight is due to depart to give us time to make arrangements. If we don't receive advance notice that you need assistance, you could experience delays with the service that you need during your journey.
4. Choose the type of assistance you need. We offer assistance if you are D/deaf or hard of hearing, blind or have low vision, or if you have non-visible disabilities or mobility issues. You can find out more about the help on offer from ['What assistance is available?'](#) or by speaking to our [Accessibility Team](#). This applies to UK-based customers only.
5. On your day of travel, please arrive at the airport at least three hours before your scheduled departure time for long-haul flights and two hours ahead of short-haul flights. You'll be able to tell our Assistance team more about your specific needs.

We no longer accept Frequent Traveller Medical Cards (FREMEC) as you can arrange the most appropriate assistance through [Manage My Booking](#).

If you have any questions about British Airways' disability assistance offering or need any further help, please [contact us](#).

Tips for a smoother journey

- Please arrive at the airport at least three hours before your scheduled departure time for long-haul flights, and two hours before short-haul flights. This is so we can provide you with the best possible service.
- Allow sufficient time for each stage of your journey according to your needs, and factor in potential delays at busy periods.
- On arrival at the airport, please approach the Assistance desk, or use the customer help points to call the Assistance team. Please ensure you arrive on time to avoid any delays.

- If you no longer need assistance, let us know as soon as you can. You can cancel any assistance you've booked on ba.com via Manage My Booking.
- If you're a member of our Executive Club, you can add additional assistance to your account. When you enter your Executive Club number to connect it with a new booking, your additional assistance requests should automatically appear against your passenger details. Please check this has happened by reviewing your trip in Manage My Booking. This is also the only place you can make changes before you travel.
- Any new assistance requests added to your account will not transfer to existing bookings, so you'll need to request assistance for each existing flight via Manage My Booking.
- If you're travelling to or from London, you can find more information about accessibility and mobility at Heathrow, Gatwick and London City airports.
- More [airport information](#) including services, facilities and link to maps.
- Find out more about [travelling with a medical condition](#).

Key travel information

Baggage

- If you're travelling with wheelchairs or mobility aids for your own use, you can take them with you as hold baggage in addition to your free baggage allowance.
- If you need to check any essential medical equipment or supplies that will exceed your baggage allowance, you'll need to provide a medical doctor's letter that lists the equipment and supplies that you're carrying and your flight details. This should be presented to airport check-in staff to avoid excess baggage charges. Find out more about travelling with medicines, medical supplies and medical equipment.
- Attach a bright ribbon, tag or strap to your bags so they're easier to spot on the baggage carousel.
- If you're checking in your wheelchair, attach a tag with your contact details to it.

Find all the information you need for your baggage needs, including the weight, size and content allowance of your bags, as well as restricted and oversized items. Your packing, made easy.

Your baggage weight allowance

Our standard checked baggage allowance is 23kg per bag. How many checked bags you're allowed will depend on your booking, cabin class and Executive Club Tier status. All tickets on British Airways, BA Cityflyer and BA Euroflyer include a cabin bag and hand bag.

Cabin	Checked bags
Economy Basic (cabin and hand bag only)	0
Economy (with checked bag)	1 (23kg) bag
Premium economy	2 (23kg) bags
Business	2 (32kg) bags
First	3 (32kg) bags

Gold and Silver Executive Club Members, **oneworld** Emerald and Sapphire members, and AerClub Concierge and Platinum members may be [entitled to more checked baggage](#).

Your baggage size allowance

Hand bag

- Up to 40 x 30 x 15cm (16 x 12 x 6in)
- Up to 23kg (51lb)
- Essentials like medication, mobile phones, other electronic devices and passports
- To be placed under the seat
- Guaranteed in the cabin

Cabin bag

- Up to 56 x 45 x 25cm
(22 x 18 x 10in) - includes wheels and handles
- Up to 23kg (51lb)
- No valuables, electronics or essential medicines
- May need to go in the hold

Checked baggage

- Up to 90 x 75 x 43cm
(35 x 30 x 17in)
- Up to 23kg (51lb) in Economy and Premium Economy
- Up to 32kg (70lb) in First and Business
- Checked in to the hold

Take extra checked baggage

You can check in more bags than your ticket permits when you pay to increase your baggage allowance.

If you are travelling on our hand baggage only (Economy Basic) fare, you are charged extra to put any bags into the hold as these fares do not include checked baggage.

The cost of each additional hold bag depends on your destination and how many more bags you want to check in over your hold allowance.

[See your baggage allowance and cost of extra bags](#) using the calculator. More bags can only be paid for and carried when space is available, and excess baggage is permitted, on your flight. In some destinations, additional local taxes may also apply for additional bags carried in excess of your ticketed allowance.

The best price for adding to your checked baggage allowance is found through your [Manage My Booking](#) before you get to the airport. You can pay by card, Avios from your Executive Club account or a combination of the two. Charges for extra bags checked in at the airport are not discounted and must be paid by card.

If you have more than two pieces of hand baggage, or they're [over the permitted size](#), your larger bags may have to go into the hold as checked bags. Each one counts towards your total hold baggage allowance and could be charged as excess baggage if you already have bags checked in.

Label all your checked bags inside and out with your name, mobile number and/or email address.

Booked through a travel agency/online travel website? The option to pay for additional bags will only be available once the booking has been finalised by the agent. Contact them directly if you cannot access Manage My Booking.

If your journey includes a flight with another airline, the number of checked bags allowed per customer may be different. Check before you fly.

British Airways will refund any pre-payment of the extra baggage charge that is cancelled online before check-in. British Airways is unable to accept any refund claim, or any changes to the pre-payment of extra baggage, once the flight has departed. Unless otherwise stated, British Airways will only make a refund to the credit card used to pre-pay the extra baggage charge. Delayed, lost or damaged extra baggage will be dealt with in accordance with the [General Conditions of Carriage](#), clauses 15 and 16.

Extra baggage in the cabin

If you have more than two pieces of hand baggage, or they're [over the permitted size](#), you may have to put your larger bags into the hold as checked baggage.

When you've used your free checked baggage allowance, you'll have to pay to put any extra bags into the hold. [Check your baggage allowance](#) using the calculator

below. Please note, the carriage of excess baggage is subject to availability. In some destinations, additional local taxes may also apply.

If your journey includes a flight with another airline, their allowances may be different. Please check before you fly.

If your bag weighs over 23kg

If your checked baggage weighs more than your allowance, you may have to pay a heavy bag charge. [Check your baggage allowance](#) in the calculator.

We charge 65 GBP / 75 EUR / 100 USD / 100 CAD per overweight bag and one-way journey. If you're flying from a country that uses a different local currency, the GBP amount will be converted to the local currency. In some destinations, additional local taxes may also apply.

At many airports, including London Heathrow, London Gatwick and in North America, you can only pay using a credit or debit card. Cash is not accepted and Avios cannot be used for this payment.

British Airways' 23kg baggage weight limit applies to each bag and can't be split between multiple bags. Bags over 32kg won't be accepted as checked baggage.

If your journey includes a flight with another airline, their baggage allowances may be different. [Please check before you fly](#).

Your baggage contents allowance

You can travel with all the things that are important to you, including musical instruments and sports equipment.

- ### Sports equipment

Find out if you can bring your sporting equipment on board with you, check it in to your baggage allowance or if you need to take extra steps before you travel.

From golf clubs to pedal bikes, diving equipment and more, explore how we can help make your journey as easy as possible.

Looking for something else? [Visit our baggage hub](#)

- **What sports equipment are you bringing?**

- Heavy or big equipment
- Specialist equipment
- Bikes
- Diving equipment
- Golf clubs and umbrellas
- Firearms and ammunition
- Ski and snowboarding equipment
- Surfboards and kayaks
- Rackets, rods, cues, sticks and skateboards

- **Musical instruments**

Flamenco guitar, flugelhorn or full orchestra, there's plenty of space for your beautiful instruments.

If your instrument fits in your baggage allowance, it's free. If you've already used your free checked baggage allowance, you may have to pay to put it in the hold. We know how precious your musical instrument is to you. We recommend that you pack it in a rigid protective case whether it is travelling in the cabin or the hold. We can't accept instruments in soft cases, such as guitars, for carriage in the hold as we don't want them to get damaged.

It is important that you have adequate insurance for your musical instrument.

Smaller instruments up to 80cm

Smaller musical instruments in their case up to 80cm in length can be carried as hand baggage. Items such as violins, violas and small wind instruments can be

carried in the cabin as part of, but not in addition to, your free hand baggage allowance, so long as the case is within the dimensions of 80 x 45 x 25cm [31 x 18 x 10in].

This means you can have a small handbag/laptop size bag as well as your smaller musical instrument case, up to 80cm in length, that will be in place of your second piece of hand baggage. We'll make every effort to find space in the cabin for musical instruments within the above dimensions, as we know extreme temperatures and extra handling may cause damage in the hold.

Medium-sized instruments up to 140cm

You can bring a musical instrument in its case over 80cm long with you as checked baggage in the hold, or you can buy an additional seat in the cabin for it to travel next to you. The additional seat must be added to your booking at least 48 hours before you fly.

These instruments can't be taken as part of your hand baggage allowance. If you don't book a seat for your larger instrument, it will be carried in the hold.

To protect your instrument from damage, please keep it in a rigid case for your journey.

Booking a seat for your instrument in the cabin

You can take musical instruments such as guitars, larger wind instruments or cellos packed in their case into the cabin, so long as they're no larger than 140 x 50 x 46cm (55 x 20 x 18in). Your instrument must be secured in a seat that you have specifically bought for it as part of your booking. Additional seats are subject to availability.

You can book an additional seat at the same time as you book your own flights. This can't be done online, so [contact us](#) directly to make your booking, or book through your travel agent.

If you've already booked your flight and would like to add a musical instrument, [contact us](#) directly or ask your travel agent to add it to your booking as soon as you can. You must add it to your booking at least 48 hours before you fly for your instrument to travel with you.

Checking your instrument into the hold

If you don't book a seat for your larger instrument, it will be carried in the hold as part of your free checked baggage allowance if this is included in your ticket. If you go over your free baggage allowance, you'll need to pay to check in any extra bags, either in the hold or on a seat in the cabin.

Guitars:

Your guitar can't be taken into the cabin as hand baggage, but if there's availability, you may be able to buy an additional seat on the flight so that it travels next to you in the cabin.

Your guitar counts as one item of your free checked baggage allowance, if this is included in your ticket, whether in the hold or on a seat you've bought for it. It must be packed in a rigid guitar case, or it won't be accepted as checked baggage, either in the hold or on its seat.

Reserved a seat for your guitar? You'll be able to board before other passengers so there's extra time to secure it in place. Please go to your boarding gate as soon as it's announced and tell the gate team you have an extra seat for your guitar.

Flying in Club World or First? We may be able to accept your guitar in place of your larger cabin bag on some direct long-haul journeys that don't include connections to short-haul flights. As there needs to be appropriate cabin space available on the day, we can't guarantee this.

To secure your guitar, place it in its seat and fasten the seat belt around the body of the case. If the seat belt isn't long enough and you need a longer one, or you need any additional assistance, please ask a cabin crew member.

Please note, guitars can only be secured in a window seat that's not an exit row or a seat in the front row – known as the bulkhead – of a cabin. The seat must be in the upright position with the arm rests down for the duration of the flight.

Cellos:

Your cello can travel next to you in the cabin in an additional seat. You'll need to buy this seat specifically for your cello when you book your flight, or at least 48 hours before you travel, subject to availability.

Your cello counts as one item of your free checked baggage allowance, whether it's carried in the hold or secured on a seat you've bought for it. It must be packed in a rigid cello case, or it won't be accepted in the hold or on its seat.

Reserved a seat for your cello? You'll be able to board before other passengers to have extra time to secure it in place. Please go to your boarding gate as soon as it's announced and tell the gate team you have a seat for your instrument.

To secure your cello, rest the back of the instrument in front of the seat, peg-side down with the base against the headrest. Secure the extended seat belt securely around the cello's shoulder. A single extension seat belt will be supplied by a member of the cabin crew, who'll be happy to assist you.

Please note, cellos can only be secured in a window seat if you're travelling in Economy or Premium Economy. The seat must be in the upright position with the armrests down for the duration of the flight.

Large and heavy instruments in the hold

We'll make every effort to accommodate larger musical instruments in the hold. You'll need to [contact us](#) at least 24 hours before you fly to let us know.

Exceeding the weight limit but not the size limit? If your instrument is over 23kg (50lb), you may have to pay a heavy baggage charge. The maximum weight of an instrument we can carry is 45kg (99lb). Please contact us at least 24 hours before

you fly so we know of any instrument over 32kg (70lb) and we can be ready to handle it at the airport.

Anything larger than the maximum checked baggage weight or dimensions must be shipped as cargo.