ntv sa h⊤d⊦oay

# days-

uts

rith a low deposit FAQs

e extract

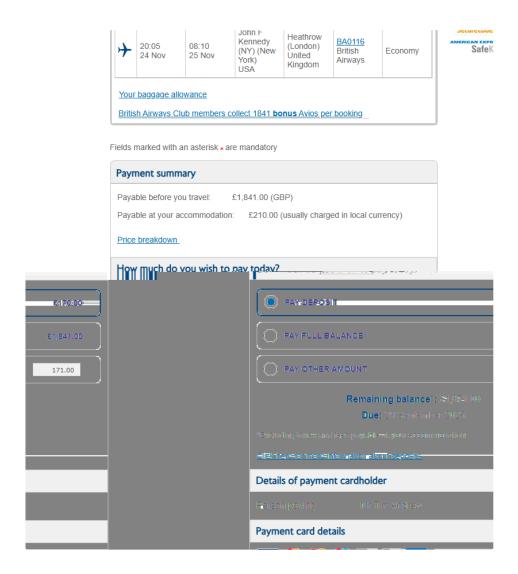
Ke

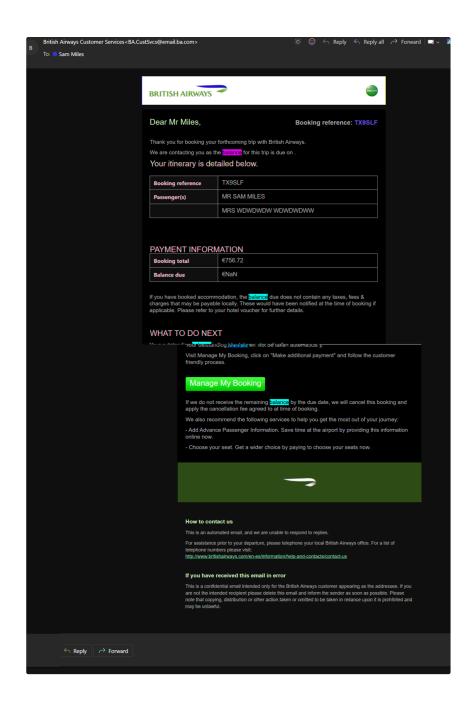
Brit olidays offers a flexible payment option that allows you to secure your holiday with it and pay the remaining balance in instalments.

Mod Low deposit + Instalments

- Deposit amount is non-refundable. Deposit will try and cover any cancellation fees to be paid by BA to Holidays and Car provider.
- Amount paid to BA in parts? Who takes the risk
- BAH will be responsible for cancelations/refunds and will trigger it.
- For flights, payment is made to BA at the time of booking creation. If the flight is subsequently
  cancelled, this could be customer initiated cancellation (e.g. can no longer travel) or BAH
  initiated cancellation (e.g. balance not paid by the deadline), BA will refund the full flight cost
  back to BAH.
- ATOL Protection: All holiday packages booked through British Airways Holidays are ATOL protected, providing financial protection and peace of mind.

#### **Screenshots**





# Securing booking with a low deposit FAQs

## Which type of bookings are eligible for deposits?

Low online deposits can only be paid for bookings created as flight + hotel or flight + car packages or any two products booked via Customise Your Trip, this can exclude a flight. All flight only, hotel, car and experience only bookings, and any hotel, car or experiences added to a flight only booking are excluded from this offer.

Is my booking confirmed if I have only paid a deposit?

Yes. Paying a deposit fully confirms your booking.

## How much do I need to pay at the time of booking?

- Flight + hotel and flight + car holidays between £300-£999: Just pay £120 deposit per booking
- Flight + hotel and flight + car holidays between £1,000-£2,999: Just pay from £170 deposit per booking
- Flight + hotel and flight + car holidays between £3,000-£3,499: Just pay from £220 deposit per booking
- Flight + hotel and flight + car holidays over £3,500: Your deposit amount will be displayed during the booking process

## Can I pay more than the deposit amount?

Yes. On the payment page you will have the option to pay the minimum amount, more than the minimum amount or the full amount.

#### When is the full balance due?

The actual date your balance is due will be displayed on the payment details page when booking.

## You will be sent a balance due reminder via email.

The full balance will be required four weeks before departure for short haul bookings\* and seven weeks before departure for all other holiday bookings. \*Selected European ski destination require the full balance five weeks before departure. Please see Manage my Booking for the exact date applicable to your booking. <u>Amendment and cancellation information can be</u> found here.

## Do I have to pay the balance in one payment?

No. You can pay the balance in as many instalments as you want. This allows you to spread the cost of the holiday over a longer period. You will have full flexibility of when you make the payments and how much they are.

The only requirement is that you must have paid the full balance by the balance due date.

# How do I pay the balance?

Your email confirmation will include details of how to do this after you have completed your booking.

# Is the deposit refundable?

In most cases, the deposit amount is not refundable in the event that you decide to cancel your booking. However, some exceptions apply if you have chosen a fully flexible air fare as part of your package.

Terms & conditions applicable to your booking will be displayed to you during the booking process.

# Deposit rules engine extract

Here are the eligibility rules for BAH.

