BA Holidays- Pay in Instalments (Current)

Key points

Other points

Screenshots

Securing booking with a low deposit FAQs

Deposit rules engine extract

Key points

British Airways Holidays offers a flexible payment option that allows you to secure your holiday with a low deposit and pay the remaining balance in instalments.

Model: Low deposit + Instalments

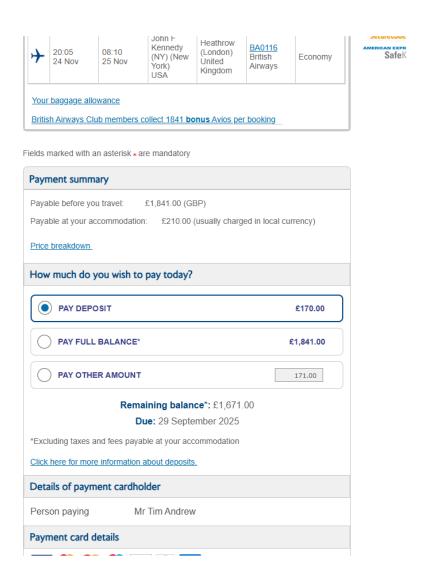
- Low Deposit: Customer can secure holiday with a low deposit (minimum deposit), the amount of which depends on the total cost of booking. For example, for holidays between £300 and £699, the deposit is £99 per booking.
- Flexible Instalments: Customer has the flexibility to pay the remaining balance in as many instalments as he/she likes, deciding when and how much to pay each time.
- **Eligibility**: This payment option is available for bookings that include <u>flight + hotel</u> or <u>flight + car</u> packages, or any two products booked via the 'Customise Your Trip' option.
- Manage my Booking: Customer can pay deposit then add instalments later via Manage My Booking
- Balance Due Date: The full balance must be paid by the balance due date, which is typically_ four weeks before departure for short-haul bookings and seven weeks before departure for all other holiday bookings.
- Follow-ups: Customer will be sent a balance due reminder via email.
- Full cost of the flight is paid to BA at time of booking, even if the customer has only paid a
 deposit.
- For more details or to make a booking, you can visit the <u>British Airways Low Deposit Holidays</u>
 <u>page</u>.

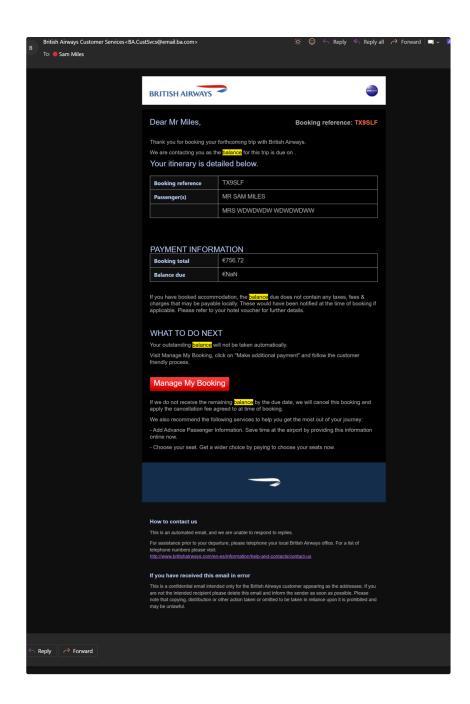
Other points

- Solution is from OpenJaw.
- Business can **configure** the business/eligibility rules for Deposit.

- 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.

