



Dear Erik Van Markus,

We are closely monitoring the situation and have cancelled a number of our flights to the Middle East. Safety is always our top priority and we would never operate a flight unless it was safe to do so.

If your customers are due to fly between London Heathrow and Abu Dhabi, Amman, Bahrain, Doha, Dubai or Tel Aviv **up to and including 15 March** they can change their flight date free of charge to travel **on or before 29 March**. Customers travelling **up to and including 8 March** may also request a full refund.

It is of paramount importance that we can contact passengers to update them of any changes to their flights during this period. Please ensure that customer contact details are entered and correct in all bookings.

Please find our latest policies on our BA Travel Partner Connect site:

[Middle East Refunds Policy](#)

[DXB/AUH/BAH/AMM & DOH book away policy](#)

[TLV Situation Update](#)

Thank you for your understanding and support.

Kind regards,
British Airways



Important notes

Please do not reply to this email address. It is not monitored.

This message is confidential and may also be legally privileged. If you have received it in error, please immediately and permanently delete it. Please do not read, print, re-transmit, store or act in reliance on it or any attachments. Virus checking of emails (including attachments) is the responsibility of the recipient.

We may monitor email traffic data and the content of emails, where permitted by law, for the purposes of security and staff training and in order to prevent or detect unauthorised use of our email system. This data may be accessed by and shared with other entities within the International Consolidated Airlines Group S.A. group of companies (IAG) on a need-to-know basis and where permitted by law. For more information, please read our [privacy policy](#).

British Airways is a wholly owned subsidiary of IAG with its registered office at Waterside, PO Box 365, Harmondsworth, UB7 0GB, United Kingdom. Registered in England: 1777777.

983131 0033:00002:SQEZA4 02-03-2020 12:58:22

