

A 19

BRITISH AIRWAYS 

Information for British Airways customers on cancelled flights 18 July 2018

Dear Customer

I am very sorry to advise you that due to a fire evacuation in the air traffic control tower, we have had to cancel your flight today.

Please be advised that the Sales and Reservations Desks in Terminal 5 are currently unable to assist with the rebooking of your flights. Therefore, I would like to offer the following advice to help you –

- You may be able to rebook or refund your cancelled flight online. To check your options please go to www.ba.com/helpme.
- We may contact you using SMS or email with new travel options.
- You can also call our local Reservations Team on 0800 727 800 or 0344 493 0787 for help and assistance with rebooking. L 角初九答
- If you are booked through a travel agent please contact them directly
- We are unable to offer you hotel accommodation this evening, please retain your hotel accommodation receipts and claim your expenses via BA.com

Customers with onward connections

If you have an onward connection, or if you require assistance upon arrival please advise us when rebooking so we can assist you. Alternatively, please see the British Airways staff upon arrival at your destination.

I recognise the frustration and inconvenience you have been caused today. Please be assured that we are doing all we can to minimise any disruption to your journey.

Thank you for your patience and understanding.

Yours faithfully

Nasser Saadi

Customer Service Manager

For further information on compensation and/or assistance, please go either to ba.com <http://www.britishairways.com/travel/euclaimnor/public/en> or ask at the check in counter or boarding gate to see the document that sets out the full details of your rights, particularly with regards to compensation and assistance. CAA, CAA House, 45–59 Kingsway, London WC2B 6TE is the UK organisation responsible for ensuring that UK airlines respect these rights.

BRITISH AIRWAYS



LIGHT REFRESHMENT VOUCHER
ACCEPTED AT PARTICIPATING VENDORS

LHR
18 JUL 2018 08:08

PLEASE ACCEPT OUR APOLOGIES FOR ANY INCONVENIENCE CAUSED

TOTAL AMOUNT GBP 5.00

CANNOT BE EXCHANGED FOR CASH. FULL TERMS AND CONDITIONS APPLY. VOUCHER
MUST BE USED AT THE ISSUED LOCATION AND ON THE DATE OF ISSUE. THIS
VOUCHER CAN BE USED IN PARTICIPATING AIRPORT OUTLETS AND NOT ON BOARD.

LHR1807183814432096

18 JUL 2018 08:08