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## **1. Policy & General Conditions**

For former colleagues, staff travel concessions are non-contractual, non-negotiable discretionary benefits subject to suspension, general amendment or withdrawal from groups or individuals at any time as circumstances may require.

They can be used for personal travel solely related to family and non-commercial activities. If there is any doubt as to whether the reason for travel falls outside this policy, then a commercial ticket must be purchased.

Staff travel concessions must not be used by yourself or your nominee/s in any of the following circumstances:

1. in connection with any form of business activity, including work for charitable organisations,
2. for travel to/from a place of employment with another company or
3. when self-employed or for the purpose of obtaining employment.

It is the responsibility of all serving and former employees utilising their concessions to ensure that they, and their nominees are fully conversant with the associated rules, regulations and expectations of British Airways. Please ensure that you regularly check the "Staff travel latest updates" section.

Any misuse of concessions will be viewed severely and may result in their withdrawal.

## **2. Whom can I nominate to share my benefits?**

Irrespective of your marital status you may nominate one person of your choice and your children under the age of 24 years. The person that you nominate must be a family member or friend.

A close family member may travel unaccompanied. Close family members are: spouse/partner/civil partner/children under 24 years of age/parent/brother/sister. All other persons are described as a travel companion relationship and must travel with you.

You may change your nominee/s on a rolling six-monthly basis once they have been nominated for six months or more.

## **3. How do I update my personal record?**

Your personal record is updated via the staff travel site at <http://my.baplc.com> and ConcessionsOnline. This is a secure system that holds your employment information, address, contact and nominee details and is used for staff travel purposes. Please ensure that the information in your record is kept up to date otherwise your bookings will reflect incorrect details.

For details of how to update your record refer to the staff travel FAQ '*How do I check/update my personal details/nominees online*'.

#### **4. My benefits**

The BA concessions that you are eligible for are listed on your 'Personal concession' screen prior to you starting your online booking. Annual bookable concessions are valid 1<sup>st</sup> April - 31<sup>st</sup> March. All travel must be completed by 31<sup>st</sup> March, except when outbound travel takes place in March, in which case return travel can be completed by the end of April.

If an annual bookable concession has not been used by 31<sup>st</sup> March it cannot, under any circumstances, be extended beyond this date.

In addition to your staff travel concessions, you also qualify for Hotline. For more information, please see section 15.

#### **5. Other airline benefits – Interline**

You are also eligible to travel on other airlines where BA has negotiated travel benefits for former staff. This may not be the case for your nominee/s, regardless of your relationship with them. Details of the qualifying airlines and eligible nominees can be found in the staff travel FAQ *'What other airlines am I eligible to travel on?'*

Tickets for travel on other airlines can be useful as a 'back-up' when you are travelling on a standby basis. They can provide an alternative if you are not accepted for travel on your intended flights.

Some airlines require passengers to list on them, refer to the staff travel FAQ *'Do I have to list for travel on other airlines?'* for details.

Acceptance for travel on other airlines is on a standby economy basis.

#### **6. Utilisation of an annual bookable concession**

This type of concession is for one occasion of travel accompanied by your nominee/s if you wish. Travel must be to and from the same holiday destination and the travel dates must reflect that one holiday is taking place. Your journey should start from and end where you reside.

If you or your nominee/s use the concession independently, then the concession will have been used in full; it would not be available to yourself or your nominee/s at a later date.

If your nominee is a close family member and resides in a different city/country to yourself, they can travel independently to your place of residence using your annual concession and then you both continue the journey to and from the holiday destination.

If your nominee is a travel companion and resides in a different city/country to yourself, you must use a different concession to travel to and from their home airport. You can then use your annual concession to travel with them to and from the holiday destination.

Provided the passengers in the party are close family members and will spend some time together at the same holiday destination, they can travel on different dates to and from this point. If your close family member is travelling on a different date to yourself, you should make one online booking using your travel dates. Staff travel must then be contacted for the booking to be updated to reflect the different dates and priority codes.

As travel companions are unable to travel unaccompanied, if they need to travel on different dates, your annual concession cannot be used.

### **7. How do I apply for tickets?**

All applications for travel on BA and other airlines are made online via <http://my.baplc.com> using a valid BSAFE password.

At the end of the online transaction the payment and ticketing options will be displayed. These can vary and are dependent on where you reside.

E-tickets are issued for travel on BA flights and some other airline flights, and as soon as you have your e-ticket receipt showing the e-ticket numbers you can travel.

For travel on other airlines where paper tickets are being issued, 7 days' notice must be given in order for tickets to be posted to your home address.

The number of airlines accepting only e-tickets will be increasing, refer to the staff travel FAQ *'Interline Guide for Former Employees of British Airways'* for details.

### **8. Where and when do I check-in for a flight?**

If you are confirmed on your BA flight you can check-in on [www.ba.com](http://www.ba.com) 24 hours or less prior to departure.

If your booking is not confirmed or you are using a standby concession you should check-in at a kiosk on arrival at the airport terminal. This should be no later than 60 minutes before the scheduled time of departure. Follow the screen instructions in particular if your boarding pass has no seat number.

If a kiosk is not available, you should check-in at the desk for your flight.

### **9. What are the procedures for boarding staff passengers?**

Once the needs of our commercial customers are met, staff passengers can be considered for flights.

Each booking that you make for travel on BA has an onload and cabin eligibility code (e.g. 54C/M49) followed by your notional date of joining (NDOJ). This date is not your actual date of joining. The date reflects your total service at the time of leaving the Company and will change each time you make a booking. It is used for staff travel purposes only.

The onload code (first 2 numbers) is dependent on the type of concession being used and determines acceptance for the flight. The lowest numbers are boarded first.

Following the onload codes are the cabin eligibility codes which determine the cabin you will be seated in, subject to seat availability.

In situations where there is more than one passenger with the same onload code, notional dates of joining are used and the passenger/s with the longer length of service will be accepted first.

If there is no First Class cabin on a flight, passengers with First cabin eligibility should be considered for the highest cabin on the flight along with other passengers eligible to that highest cabin.

If you cannot be accepted for your flight and there is a later flight that day, check with our airport staff that your name is being transferred to the next flight. If the flight is the following day, you must re-list yourself via the staff travel website.

If you were booked on a flight but cannot be accepted and are away from where your journey started, our airport staff should provide you with hotel accommodation. This does not apply to passengers whose bookings are not confirmed or who are travelling on a standby basis.

## **10. Dress and Inflight information**

Both yourself and your nominee/s should be neatly dressed, especially if your ticket offers premium cabin eligibility. For travel in the Club and Traveller cabins smart jeans can be worn.

When travelling in a premium cabin wash bags and sleepers suits must be discreetly declined.

When requesting a wine choice that has not been opened for a commercial passenger you are expected to discreetly accept an alternative choice.

Additionally, our commercial customers will be given first choice from the food menu. If your menu choice is not available, discreetly accept an alternative meal.

## **11. Special Needs passengers**

### Mobility difficulties

If you are holding a firm booking, you may request a wheelchair via your staff travel office. It is not possible to make the request online. If you are waitlisted or using standby concessions you may request a wheelchair at the airport on departure. The availability of wheelchairs will be subject to commercial requirements.

You may travel with your own wheelchair or any other mobility vehicle powered by non-spillable wet cell batteries, provided it is fully collapsible. In this instance the wheelchair will be accepted as checked baggage and carried free of charge.

For travel with a wheelchair or other mobility vehicle powered by spillable wet cell batteries, special conditions of carriage apply. Details of these conditions may be obtained by contacting British Airways Health Services.

### Medical conditions

If you have a medical condition such as chronic heart disease, or have undergone recent surgery, you must seek clearance and obtain a medical certificate confirming your fitness to fly from your GP before you travel. The medical certificate should be carried with you at all times and made available for inspection on request.

Should you require medication during a flight you must ensure you have sufficient quantities for the duration of the flight and that this medication is readily accessible, i.e. not packed in hold luggage. Any medication must be self-administered. Cabin staff must not be approached and asked for assistance except in an emergency.

### Special meals

If you are holding a firm booking and have special dietary requirements for medical or religious reasons, you may request a special meal via your staff travel office. It is not possible to request the meal online. It should, however, be noted that it is not possible to guarantee the provision of the meal due to operational constraints or commercial requirements on the day of departure.

Therefore, it is recommended that, should you require special meals, you provide your own food, in particular if you are travelling using a standby concession or are waitlisted when special meals cannot be requested.

## **12. Concessions for surviving nominees**

In the event of a former colleague passing away, their registered nominee and nominated children under the age of 24 years at the time of death, excluding a travel companion, will remain eligible to unlimited basic standby concessions and Hotline for the remaining period of time equal to the former staff member's length of service. Nominated children will remain eligible during this period or until they reach the age of 24, whichever is sooner.

Exception: where the only surviving nominees are nominated children, then those children between the ages of 18 – 23 years will remain eligible for the period of time or until they reach the age of 24, whichever is sooner.

If the nominated children are under the age of 18 at the time, all eligibility ceases. It is not reinstated on reaching the age of 18.

### **13. Unused tickets – will I get a refund?**

You may apply for a full refund on any unused standby tickets. If you hold a 'bookable' ticket, you may obtain a refund provided the entire booking was cancelled prior to departure. In all cases a refund must be applied for within one year of ticket issue.

E-tickets issued for travel on BA flights are refunded online via the staff travel booking site. Paper tickets and e-tickets issued for travel on other carriers need to be refunded by your Refunds Unit. Within the UK, the Refunds Unit can be contacted at:

British Airways PLC, Refunds Department, R30 HDA1, Waterside, PO Box 365, Harmondsworth, Middlesex, UB7 0GB

For tickets issued outside the UK, local procedures apply.

### **14. Cargo concessions**

Cargo concessions are available on an annual basis for you to ship goods in connection with domestic, family or holiday needs. You have an allowance of 250kgs during the staff travel year for shipments to/from destinations flown by BA mainline services only.

You must personally deliver and collect your shipment. It is accepted/flown on a standby basis, i.e. after all commercial priorities have been met. A rebate of 90% of the applicable air cargo tariff rate will be granted.

For details refer to the staff travel FAQ *'How do I book a Cargo Concession?'*

### **15. Hotline (commercial product)**

Hotline provides you and your family and friends with exclusive discounts on flights, hotels, car rental, experiences and transfers. Flights, hotels and ancillary products can be packaged together to create a complete holiday booking in one transaction, with one payment and one booking reference.

Hotline products can be booked at anytime via <http://my.bapl.com> using your BSAFE password. You are entitled to make up to 30 Hotline flight bookings in a year.

### **16. How do I request a BSAFE password?**

The BSafe system is a password system, which protects employees' personal information (pay, travel, personal details).

[Self Service Reset - Setting up your own BSafe](#)

You can reset your own *BSafe* password if you've forgotten it by using the self-service reset option.

This asks a series of security questions that allow you to reset your own *BSafe*. You need to have an existing *BSafe* password to be able to set up your own security questions first.

The questions are set up here - <https://auth2.baplc.com/cgi-bin/pwSelfSelect.pl>

Once your questions have been set up then you can click on the 'Don't know your password' link on the *BSafe* entry screen. This will then ask you three of your security questions, and provide you with a *BSafe* if successful.

Resetting your *BSafe* if you have not set up security questions

If this does not work you should ring ITSC (0208 56 24000) for a temporary *BSafe* password which should be changed immediately after you have logged in. You should then follow the link above to set up your own self service reset questions to allow you to reset your own *BSafe*.

***NOTE:- When changing your BSafe password to something of your choice, your password should be at least eight characters long and must contain a capital letter and a number.***