

## **BA CLUBS LTD FORMER STAFF HOTLINE TERMS AND CONDITIONS**

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**General Information and Definitions for Hotline and for Holiday Hotline** In these terms and conditions, the following words shall have the following meanings:

**AA** means American Airlines Inc

**Annual Hotline Fares** are limited availability, restricted fares

**BA** means British Airways Plc

**BA Franchisee** means Comair Pty Ltd., and SUN-AIR of Scandinavia A/S and other carriers as notified by BA from time to time

**Child** means a child of 2 years or over, but under 12 years of age;

**CityFlyer** means BA Cityflyer Limited

**Codeshare** services are those services where passengers book a flight with a BA flight number. but those services are operated by an independent airline with whom BA has an agreement;

**Credit Cardholder** means the owner of a credit card who pays all bills on that card and whose name appears on that card

**Discounted Published Fares** are fares that have been discounted from the publicly available published fare level

**Hotlines** means both Discounted Published Airfares and Annual Hotline Airfares

**Holiday Hotline** means Discounted Prices from Public Selling Rates on ba.com for land arrangements; hotels, car rental, experiences and transfers

**Hotline Booker** means any person entitled to access the BA Clubs Former Staff Hotline, subject to Clauses 7 and 8.3 of these terms and conditions

**Hotline Year** means each period of twelve months from subscription date

**IB** means IBERIA LAE SA Operadora Unipersonal

**IB Express** means Compañía Operadora de Corto Y Medio Radio Iberia Express, S.A.U.

**Infant** means an infant under 2 years of age

**Local Contact Centre** means the contact details you are directed to having followed this [link](#) and indicated your country of residence

**Open Sectors** means the destination is specified but the dates are left open

### **1 Hotline Terms & Conditions**

- 1.2 Hotlines are subject to availability and can be booked by Hotline Bookers only.
- 1.3 Holiday Hotlines are only bookable online.
- 1.4 Hotlines are only bookable online.
- 1.5 The Hotline Booker must be BA Clubs approved in order to book Hotlines. By making a Hotline booking the Hotline Booker confirms and accepts the terms and conditions set out herein.
- 1.6 The Hotline Booker must complete the mandatory email address field when making a Hotline booking. This allows the passenger to receive an email e-ticket receipt and to print his/her own email e-ticket receipt.
- 1.7 BA Clubs reserves the right to terminate or vary these terms and conditions without notice.

### **2 The discount**

- 2.1 Hotline Bookers can book Hotlines subject to availability.
- 2.2 Hotline Bookers can make a Hotline booking and may choose either to part-pay with Avios or to apply an eVoucher.

## **BA CLUBS LTD FORMER STAFF HOTLINE TERMS AND CONDITIONS**

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- 2.3 Hotlines cannot be used in conjunction with any other discounts, discount coupon, paper voucher, promotion, or special offer (whether issued solely by BA or jointly with any other organisation), bonus, award or certificate.
- 2.4 The Hotline discounts are available on BA flights operated by BA, CityFlyer flights operated by BA, BA flights operated by IB and IB Express on routes between London and Madrid, and BA flights operated by AA within US if such flights are purchased as part of a connecting flight from or to a BA operated transatlantic flight only.
- 2.5 Routings that require paper tickets must be booked sufficiently in advance to allow for postage. No Hotlines will be available for routings that require paper tickets, close to the date of departure. For more information about routes requiring paper tickets go to [http://www.britishairways.com/travel/eticket/public/en\\_gb?prim=plantrip](http://www.britishairways.com/travel/eticket/public/en_gb?prim=plantrip).
- 2.6 BA accepts no liability for lost, late, damaged or misdirected paper tickets, except in the event of negligence, fault or deliberate acts or omissions on the part of BA or its agents.
- 2.7 Tickets on departure are not available for Hotlines.
- 2.8 Tickets issued at Annual Hotline Fares are non-transferable, non-endorsable and non-refundable. Open Sectors are not permitted on any Hotline booking.
- 2.9 Tickets issued at Discounted Published Fares are subject to the restrictions, if any, notified at the time of booking. Please read all fare rules carefully.
- 2.10 Travel on Hotline tickets shall be subject to BA's Notice and Conditions of Contract as stated on each ticket, the relevant carrier's General Conditions of Carriage for Passengers and Baggage (see [ba.com](http://ba.com) for details), the fare rules applicable to the ticket purchased and all other relevant ticketing and contractual conditions which will be notified at the time of booking save that where there is any contradiction between any such conditions and these terms and conditions, these terms and conditions shall take precedence.
- 2.11 Annual Hotline Fares may be combined with Discounted Published Fares.
- 2.12 Discounted Published Fares may be upgraded, provided the applicable fare rules permit.
- 2.13 Hotlines are often highly restricted. Travel insurance is strongly recommended.

### **3 Hotline allowance**

- 3.1 Each Hotline Booker can make up to 20 Hotline bookings each Hotline Year, for up to 9 passengers per booking. The Hotline Booker need not travel.
- 3.2 Unused Hotline allowance cannot be carried forward into a new Hotline Year under any circumstances.
- 3.3 If a Hotline booking is cancelled in its entirety prior to departure the Hotline Booker's allowance will be credited with the appropriate number.
- 3.4 If a Hotline booking is made in one Hotline Year and cancelled in the next Hotline Year, no credit will be given.

### **4 Servicing Hotline Bookings**

- 4.1. Flight Hotline Servicing – any amendments or cancellations to bookings for flights can be requested by the Credit Cardholder via the [Local Contact Centre](#). In some instances itinerary amendments and cancellations can be processed online on [www.ba.com](http://www.ba.com) under "Manage My Booking" (MMB). The appropriate service fees will apply: [https://www.britishairways.com/travel/service-fees/public/en\\_gb](https://www.britishairways.com/travel/service-fees/public/en_gb)
- 4.2. Name Corrections - When an error concerning an incorrect or misspelled passenger name occurs, the Credit Cardholder should contact the [Local Contact Centre](#). If the

## BA CLUBS LTD FORMER STAFF HOTLINE TERMS AND CONDITIONS

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change is possible the appropriate service fees will apply [https://www.britishairways.com/travel/service-fees/public/en\\_gb](https://www.britishairways.com/travel/service-fees/public/en_gb).

- (a) Within 24 hours of payment, one correction can be made to a full or partial passenger name
- (b) Outside 24 hours of payment, one correction can be made only in circumstances where the customer's booking has been ticketed in a name that does not match their passport. Proof of the correct name will be required, such proof may consist of a valid passport or marriage certificate
- 4.3 Where the passenger name matches the name of the Credit Cardholder then no name corrections will be allowed at any time.
- 4.4 You may cancel your booking and receive a full refund if you make your cancellation within 24 hours of completing your booking. The refund will not be payable on:
  - (a) Bookings made on a flight leaving within 24 hours of the time you complete your booking.
  - (b) Bookings where immediate payment isn't required.
  - (c) Package bookings (flights booked with hotels, car hire, transfers or experiences). These bookings have their own separate conditions – please contact the Holiday Hotline Servicing Team via the [Local Contact Centre](#).
  - (d) South African domestic only services, operated by Comair.
- 4.5 Any cancellations made outside of the 24-hour cooling period set out in clause 4.3, will be subject to the fare rules you have booked.
- 4.6 If a carrier other than those set out in clause 2.3 operates any flight within the Hotline booking, changes at any time will not be possible.
- 4.7 Servicing Mid Travel – Once the customer has flown their outbound flight any further servicing or payment for the Hotline booking can be requested by the customer directly using MMB on ba.com or via the [Local Contact Centre](#). The [Local Contact Centre](#) will follow the fare rules of the ticket and normal Contact Centre processes will apply if they require verification.
- 4.8 In case of the death of a passenger the Hotline Booker may request a refund via the [Local Contact Centre](#).
- 4.9 BA accepts no liability for damage or loss resulting from misdirected or incomplete booking arrangements arising from computer malfunction, viruses, bugs or other such causes.
- 4.10 Where the Credit Cardholder is also the Hotline Booker, any of the amends governed by clauses 4.1, 4.2 and 4.7 may also be serviced through the [Local Contact Centre](#).
- 4.11 BA accepts no liability should the Hotline Booker not be able, for any reason, to service their booking pre departure via MMB or via the [Local Contact Centre](#).

## 5 Children/Infants

- 5.1 Hotlines are not available for unaccompanied minors or Skyflyer Solos. To learn more about children travelling alone with BA please visit [https://www.britishairways.com/en\\_gb/information/travel-assistance/children-travelling-alone](https://www.britishairways.com/en_gb/information/travel-assistance/children-travelling-alone)
- 5.2 The Hotline Booker must not make Hotline bookings for unborn infants. When the infant is born, a commercial booking can be made by calling the [Local Contact Centre](#). This will incur an offline service fee. Click [https://www.britishairways.com/travel/service-fees/public/en\\_gb](https://www.britishairways.com/travel/service-fees/public/en_gb) for details. The infant fare will be 10% of the lowest available adult published fare at the time of the infant being added to the original booking.

## **BA CLUBS LTD FORMER STAFF HOTLINE TERMS AND CONDITIONS**

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### **6. Payment**

- 6.1 Hotline prices may fluctuate due to changes in taxes, fees, charges and airline surcharges, which must be paid for in addition to the fare.
- 6.2 All Hotline bookings must be made by a Hotline Booker and paid by using the Hotline Booker's Payment Card at the time of booking with the exception of Hotline Bookers resident in the UK/US/Canada/Europe/Bermuda. A Hotline Booker may hold their Hotline Booking for a maximum of seventy-two (72) hours upon paying £5 per person for a short haul flight, or upon paying £10 per person for a long haul flight, using the Hotline Booker's Payment Card or the passenger's credit card (when Hotline Booker is resident in the UK/US/Canada/Europe/Bermuda). For full information about this hold system please consult the terms and conditions here: <https://www.britishairways.com/en-gb/flights-and-holidays/flights/hold-your-flight-price>
- 6.3 Hotline bookings made by UK/US/Canada/Bermuda/Europe resident Hotline Bookers only can be paid for either by the Hotline Booker's Payment Card or by the passenger's credit or debit card.
- 6.4 The Hotline Booker may only use the passenger's credit or debit card if expressly authorised to do so by the Credit Cardholder. Any breach of this rule may result in a written warning and may be subject to disciplinary action.
- 6.5 If BA issues a Hotline Booking and does not receive, in full, all payments in respect of that Hotline booking, BA shall be entitled to seek recompense from the Hotline Booker, regardless of the credit card / debit card used.
- 6.6 If the Hotline Booker has paid using his / her Payment Card, the Hotline Booker must not accept payment for the Hotline booking from the passengers until after the passengers have received their tickets or email e-ticket receipts.
- 6.7 The Hotline Booker must not charge passengers more than the Hotline fare, together with all relevant taxes, fees, charges and airline surcharges or in any way benefit from the scheme. If the Hotline Booker contravenes this provision, BA will require the Hotline Booker to pay to BA the difference between the Hotline fare and the full published fare for the journey. This may also constitute gross misconduct and may lead to disciplinary action.
- 6.8 If a Hotline booking is cancelled and the fare rules allow a refund then the refund will be made to the credit or debit card used to pay for the Hotline booking. The Hotline Booker shall reimburse the passengers if applicable.
- 6.9 For Avios to be used in part-payment for a Hotline booking, the Executive Club Member must be present to log in to their account. Each Member is solely responsible for decisions concerning the use and redemption of their Avios points and protecting their Executive Club account details.

### **7 Hotline Abuse**

- 7.1 Any breach of clause 6 may be treated as gross misconduct and may lead to disciplinary action. In addition, the Hotline Booker may be banned permanently from buying or using Hotlines.
- 7.2 Hotlines cannot be used for business travel. Any Hotline Booker found selling Hotlines for business travel may be subject to disciplinary action that may include but not limited to being permanently banned from Hotline.
- 7.3 Any Hotline Booker found constructing and selling package deals using Hotlines may be subject to disciplinary action including being permanently banned from Hotline. A

## **BA CLUBS LTD FORMER STAFF HOTLINE TERMS AND CONDITIONS**

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- “package deal”, for the purposes of this clause, means combining a flight with accommodation, car hire or any other ancillary tourist service.
- 7.4 With the exception of Clause 6.3 where it is identified that a Hotline booking has not been paid for using the Hotline Booker's Payment Card, the passengers will still be allowed to travel however amendments or corrections will not be permitted offline and the Hotline booker may face disciplinary action.
- 7.5 Request to upgrade cabin of travel or the 'ad hoc' offering of lounge access on Hotline flights must not be requested under any circumstances except where there is additional collection to be made or class of travel permits. Any "unpaid" upgrades made on Hotline bookings other than for last minute operational reasons will be seen as misconduct and may result in disciplinary action against the staff member and upgrade authoriser.

### **8 Booker Accountabilities**

- 8.1 The Hotline Booker must brief all non-staff passengers about these terms and conditions.
- 8.2 Hotline Bookers are responsible for the behaviour of themselves, their friends and their family when travelling on Hotlines. Breaches of this condition by the individuals travelling may lead to the Hotline Booker being permanently banned from Hotline benefits and may face disciplinary action.
- 8.3 The Hotline Booker is responsible for ensuring that all passengers travelling on Hotlines have valid passports, visas and vaccinations.
- 8.4 The Hotline booker is responsible for ensuring that passengers have completed all Advance Passenger Information required in relation to their itinerary, before arrival at the check-in desk, using Manage My Booking on ba.com.
- 8.5 The Hotline Booker remains responsible for ensuring all payments are made to BA in respect of any Hotline booking, regardless of the method of payment the Hotline Booker used to make the Hotline booking.

### **9 Personal Information**

- 9.1 BA is committed to respecting the privacy and protecting the personal information of its passengers and employees and will treat any personal information provided to it by the Hotline Booker with the utmost care. Please refer to [BA's Privacy Policy](#) to find out how BA handles personal data.

## **Holiday Hotline Terms & Conditions**

### **1 General Information**

- 1.1 Holiday Hotline is subject to availability and can only be booked by Hotline Bookers.
- 1.2 Holiday Hotlines are only bookable online.
- 1.3 The Hotline Booker must be BA Clubs approved in order to book Hotlines. By making a Hotline booking the Hotline Booker confirms and accepts the terms and conditions set out herein.
- 1.4 The Hotline Booker must complete the mandatory email address field when making a Holiday Hotline booking. This allows the customer to receive an email confirmation and to print his/her own voucher(s).
- 1.5 BA reserves the right to terminate or vary these terms and conditions without notice.

### **2 The Holiday Hotline Discount**

## **BA CLUBS LTD FORMER STAFF HOTLINE TERMS AND CONDITIONS**

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- 2.1 Holiday Hotline cannot be used in conjunction with any Avios redemption programme. Existing eligible special offers will be highlighted on our Search Results page where applicable. No other discount or promotion code/coupon/voucher issued by British Airways or jointly with any other organisation will be combinable with Holiday Hotline.
- 2.2 Holiday Hotlines are non-transferable.
- 2.3 Use of Holiday Hotline products shall be subject to British Airways Holidays' Terms and Conditions as displayed at the time of booking.
- 2.4 There may be occasions when the price of a package holiday (flight + hotel or flight + car) on ba.com is lower than the total combined price of a Hotline flight and Holiday Hotline hotel or car booked separately. This is due to special rates offered by ground suppliers that are only eligible when booking a package at a single inclusive price.

### **3 Holiday Hotline Allowance**

- 3.1 There is no restriction of the number of Holiday Hotlines that can be booked.

### **4 Servicing Holiday Hotline Bookings**

- 4.1 Holiday Hotline Servicing - any amendments or cancellations to bookings for hotels, car rental, experiences and transfers will be actioned by the Holiday Hotline servicing team and must be requested by the Hotline Booker. You can retrieve your booking via Manage My Booking on ba.com and print off vouchers, but you will be unable to amend your itinerary. For amendments or cancellations, the Hotline Booker will need to contact the [Local Contact Centre](#).

### **5 Payment**

- 5.1 Holiday Hotline prices will fluctuate. Once a booking is confirmed though, the price is guaranteed and will not change.
- 5.2 All Holiday Hotline bookings must be made by a Hotline Booker and paid for using the Hotline Booker's payment card or the passenger's payment card.
- 5.3 The Hotline Booker may only use the passenger's credit or debit card if expressly authorised to do so by the Credit Cardholder. Any breach of this rule may result in a written warning and may be subject to disciplinary action.
- 5.4 The Hotline Booker must not accept payment for the Holiday Hotline booking until after the passenger has received his/her confirmation and voucher(s).
- 5.5 The Hotline Booker must not charge passengers more than the Holiday Hotline price, together with all relevant taxes, fees, charges or in any way benefit from the scheme. If the Hotline Booker contravenes this provision, BA will require the Hotline Booker to pay to BA the difference between the Holiday Hotline price and the ba.com selling price.
- 5.6 If a Holiday Hotline booking is cancelled and the Terms and Conditions allow a refund then the refund will be made to the payment card used to make the booking. If this is the Hotline Booker's payment card, the Hotline Booker must reimburse the passengers.

### **6 Holiday Hotline Abuse**

## **BA CLUBS LTD FORMER STAFF HOTLINE TERMS AND CONDITIONS**

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- 6.1 Any breach of clause 5 may be treated as gross misconduct and may lead to disciplinary action. In addition, the Hotline Booker may be banned permanently from buying or using Holiday Hotlines.
- 6.2 Holiday Hotlines cannot be used for business travel. Any Hotline Booker found selling Holiday Hotlines for business travel may be subject to disciplinary action that may include being permanently banned from buying or using Holiday Hotline.
- 6.3 Any Hotline Booker found constructing and selling package deals using Holiday Hotlines may be subject to disciplinary action including being permanently banned from Holiday Hotline. A "package deal", for the purposes of this clause, means combining a flight with accommodation, car hire or any other ancillary tourist service.

### **7 Booker Accountabilities**

- 7.1 The Hotline Booker must brief all non-staff passengers about these terms and conditions.
- 7.2 Hotline Bookers are responsible for the behaviour of themselves, their friends and their family when travelling on Holiday Hotlines. Breaches of this condition by the individuals travelling may lead to the Hotline Booker being permanently banned from Holiday Hotline benefits.
- 7.3 The Hotline Booker is responsible for ensuring that all passengers travelling on Holiday Hotlines have valid passports, visas and vaccinations.
- 7.4 The Hotline Booker is responsible for ensuring that passengers have completed all Advance Passenger Information required in relation to their itinerary, before arrival at the check-in desk, using Manage My Booking on ba.com.

### **8 Personal Information**

- 8.1 BA is committed to respecting the privacy and protecting the personal information of its passengers and employees and will treat any personal information provided to it by the Hotline Booker with the utmost care. Please refer to [BA's Privacy Policy](#) to find out how BA handles personal data.