



BRITISH AIRWAYS

Compensation & Assistance for customers in times of disruption:
Reimbursement for hotel, local transportation & refreshment

Dear Customer,

We are very sorry for the disruption to your journey today. We recognize this will have an impact on your travel plans.

As part of our care obligations under EU Regulation 261/2004, we will be happy to consider reimbursing reasonable expenses. This includes meals/refreshments, the provision of hotels and transport to/from the hotel or other accommodation if an overnight stay is necessary based on the following guidelines:

- Hotel accommodation (\$300 per day per room based on 2 people sharing)
- Transport between the airport and your hotel (\$100 for round trip)
- Meal/refreshment expenses (\$75 per adult per day/\$50 per child per day)
- Two reasonable telephone calls per customer

To make a claim, the quickest way is to scan and submit a copy of this letter together with your original receipts at www.ba.com/disruptionclaim.

Alternatively, if you are unable to submit your receipts online, please send them to:

British Airways
Customer Relations (S506)
PO Box 1126
Uxbridge
UB8 9XS
United Kingdom

To help us handle your claim as quickly as possible, please include your booking reference, a summary of your claim and all itemised receipts.

For further information, please visit the 'Help in Disruption' section of ba.com or ask for a 'CAA Notification of Rights' leaflet at a customer service desk or boarding gate.

Please accept our sincere apologies again for the disruption you have experienced today. We don't underestimate how inconvenient this is for you.

The Denver Customer Service Team



BRITISH AIRWAYS



September 12, 2018

Dear Valued Customer,

We apologize for the disruption to your travel plans this evening.

The aircraft that was to take you to London arrived with some damage that renders the aircraft unfit to fly. It will be a few days before the aircraft can be repaired and fly again.

Based on this, we have had to cancel your flight this evening. The team will be working very hard to try to find alternate arrangements for you but, as this is a very busy weekend for Denver, there could be some challenges.

We understand your disappointment and appreciate your patience as we work through this difficult situation.

Sincerely,

The Denver Customer Services Team

