

## FAQs for World Traveller pre-order meals

### Key messages

- We're offering World Traveller customers the option to purchase one of five enhanced meals on a small number of routes from London Heathrow (LHR)
- The normal meal service remains the same, this is simply an additional option for customers should they choose to take it.
- Customers can choose from 'Gourmet Dining', 'Taste of Britain', 'Great British Breakfast', 'Healthy Choice' and 'Vegetarian Kitchen' options.
- These new meals can be bought at [ba.com/management/booking](https://www.britishairways.com/management/booking) up to 30 days prior to travel (no later than 24 hours before scheduled departure)

### What are the new meals?

We're offering customers who want something extra special to pre-book five additional meal options for their flight from Heathrow.

These options - 'Gourmet Dining', 'Taste of Britain', 'Great British Breakfast', 'Healthy Choice' and 'Vegetarian Kitchen', cost between £15 and £18 and can be ordered on [ba.com/management/booking](https://www.britishairways.com/management/booking) up to 30 days in advance of travel.

The meals are:

#### Gourmet Dining

Poached king prawn lightly dressed in a traditional marie-rose sauce  
Braised Herefordshire beef cheek with potato mousseline, roasted root vegetables and Madeira shallot jus  
Chocolate Ganache bar with passion fruit coulis and crushed toasted hazelnuts

#### Taste of Britain

Loch Fyne smoked salmon with crème fraiche and caper berries  
Slow roasted Wiltshire pork belly with celeriac mash and sauteed broccolini  
Summer berry pudding with Cornish clotted cream

#### Great British Breakfast

Seasonal fresh fruits  
Freshly baked bread including selection of madeleines  
Traditional British breakfast featuring Cumberland sausage & mature cheddar omelette  
Chunky cherry compote with Greek yoghurt and homemade granola

#### Healthy Choice

Thai style rice rolls with sesame dipping sauce  
Sustainably sourced poached cod en papillote with steamed seasonal vegetables  
Greek yoghurt and honey mousse bar with grapefruit carpaccio

#### Vegetarian Kitchen

Glazed goats cheese with marinated beetroot salad  
Polenta crespelle with mascarpone & wilted spinach, wild mushroom and truffle cream sauce  
Lemon meringue pie featuring homemade lemon curd

**Are you replacing the meals on board?**

No, this is an additional service that customers can choose to pre-order. We have many customers who are travelling for occasions such as birthdays and anniversaries so this offers them an extra special element to their flight.

**Are you removing special meals?**

No, customers can also continue to order the normal range of special meals (lacto-ovo vegetarian, Asian vegetarian, vegan, Hindu, Muslim, Kosher, child, baby, diabetic, gluten intolerant, low calorie, low salt, low fat, low lactose) at no additional cost.

**Why would people buy them when they get free food and drink on board?**

This is about giving people another option. Many customers are travelling for birthdays, anniversaries, honeymoons etc, so this is something to help give their flight an extra special touch.

**Are you charging for all meals on board?**

No, this is an alternative option for our customers who want to purchase an enhanced meal. The normal complimentary bar and meal service is still available for all other passengers.

**Are you introducing this as the quality of your standard offering is poor?**

British Airways chefs are experts in the foods that work at altitude. We're proud of the food that we offer. This is simply an additional option for customers who want to make their flight even more special.

**Why do customers not get the normal meal as well?**

The pre-paid World Traveller meals are an alternative to the normal meal on board.

**What happens if a customer chooses to upgrade their seat?**

If a customer decides to upgrade their seat and they have already pre-paid for an enhanced World Traveller meal then they will be entitled to a full refund of their pre-ordered meal.

**What if I want to change my meal?**

Customers are able to change their pre-paid meal up to 24 hours before the scheduled time of departure by visiting [www.ba.com](http://www.ba.com) and use the 'manage my booking tool'

**How much do the meals cost?**

Gourmet Dining	£18.00
Taste of Britain	£16.00
Great British Breakfast	£15.00
Healthy Choice	£15.00
Vegetarian Kitchen	£15.00

**When do customers get their pre-paid meals?**

Customers who have chosen to pre-pay for an enhanced meal will be served at the same time as the main meal service

**How does the pre-order meal work with a fully flexible World Traveller ticket?**

Customers travelling on a fully flexible ticket will be able to change their meal onto their new flight up to 24 hours before departure or are entitled to a refund.

**Are customers entitled to a refund if they do not enjoy their meal?**

We hope our customers enjoy their meal, a lot of research has gone in to ensuring these meals are to a high standard. We do welcome feedback and if a meal is spoilt and crew are made aware we will offer customers a refund.

**Is this the start of you charging for food?**

This is an additional service to the on board complimentary service for those customers who would like something a bit different on a special occasion such as a birthday or honeymoon. The normal on board menu will still be available for customers.

**Can this be booked through the trade?**

The meals can only be booked via [ba.com/management/booking](https://www.britishairways.com/management/booking). Of course trade partners can do this for customers on [ba.com](https://www.britishairways.com) if they so choose.