

Earning Avios & Tier Points Changes Summary & FAQs



New Avios Earning Model

- **Today** Members **earn Avios based on** which cabin they fly in (e.g. Club World) rather than on the different fare classes within that cabin (e.g. Club World fare classes are J, C, D, R, I).
- For **new bookings** made **on or after 28 April 2015**, Members will **earn Avios** based on the **fare class** they book **rather than** just the **cabin**.
- This new model, broadly means that **Members who select a more flexible ticket type will earn more Avios** than those who select a less flexible ticket type.
- The **minimum number of Avios** that Executive Club Members earn when they fly with British Airways is **reducing from 500 to 125 Avios**.
- **Members will earn less Avios** than today if they book to fly in our **lowest economy fare classes** (K, M, V, L, S & N or Q, O & G) on or after 28 April 2015.
- Members will continue to **earn the same** number of **Avios as today** if they book to fly in **flexible economy** fare classes (Y, B or H).
- Members will earn **less Avios than today** if they book to fly in our **lowest Premium Economy** fare classes (E & T).
- Members will earn **more Avios** than today if they book to fly in **flexible Premium Economy** (W).
- Members will **earn the same Avios** as today if they book to fly in our **lowest Business fare classes** (R & I)
- Members will **earn more Avios** than today when they book to fly in **flexible Business and First** fare classes (J, C, D and F, A). **All bookings made up to and including 27 April 2015** will **earn Avios under the current rules** and the **new Avios earning** rules will apply to **new bookings** made on or **after 28 April 2015**.

Customer Avios Earning Table

Type of ticket	Fare Class/ Selling Classes	Proportion of base Avios that Members will earn	
		New	Current
Flexible First	F	300% - (Min 1,500 Avios)	200% - (Min 1,000 Avios)
Lowest First	A	250% - (Min 1,250 Avios)	200% - (Min 1,000 Avios)
Flexible Business	J	250% - (Min 1,250 Avios)	150% - (Min 750 Avios)
Flexible Business	C	250% - (Min 1,250 Avios)	150% - (Min 750 Avios)
Flexible Business	D	250% - (Min 1,250 Avios)	150% - (Min 750 Avios)
Lowest Business	R	150% - (Min 750 Avios)	150% - (Min 750 Avios)
Lowest Business	I	150% - (Min 750 Avios)	150% - (Min 750 Avios)
Flexible Premium Economy	W	150% - (Min 750 Avios)	125% - (Min 625 Avios)
Lowest Premium Economy	E	100% - (Min 500 Avios)	125% - (Min 625 Avios)
Lowest Premium Economy	T	100% - (Min 500 Avios)	125% - (Min 625 Avios)
Flexible Economy	Y B H	100% - (Min 500 Avios)	100% - (Min 500 Avios)
Lowest Economy (reduced Avios & full Tier Point earning)	K to N	50% - (Min 250 Avios)	100% - (Min 500 Avios)
Lowest Economy (reduced Avios & reduced Tier Point earning)	Q O G	25% - (Min 125 Avios)	100% - (Min 500 Avios)

> General Questions

Q. Why is the Executive Club changing the way that Members earn Avios?

A. We understand that it can sometimes be difficult for our Members to use Avios to book reward flights, so we are making some structural changes to the Executive Club programme which together will provide more reward seats across our entire network – many of which will require less Avios than today for Members to book.

Q. Will the minimum number of Avios Members earn on any British Airways flight remain at 500 Avios?

A. No. Moving to this new Avios earning model means that Members will earn less Avios than today when they book travel in our lowest economy fare classes (K, M, V, L, or N and Q, O & G). Members will earn a minimum of 250 Avios when they book and travel in K, M, V, L, & N and a minimum of 125 Avios when they book and travel in Q, O & G. Members who book and travel in our flexible economy fare classes (Y, B & H) will continue to earn

1 Avios per mile flown, or a minimum of 500 Avios for each sector flown.

Q. Will Members earn less Avios when they book economy tickets in the future?

In our lowest economy fares (K, L, M, N, S, V and O, G, Q), yes. For new bookings made on or after 28 April 2015, Members will collect:

- 0.5 Avios per mile flown in classes K, L, M, N, S and V or a minimum of 250 Avios – whichever Avios value is greater
- 0.25 Avios per mile flown in classes O, G and Q or a minimum of 125 Avios – whichever Avios value is greater

In flexible economy fares (Y, B and H) Members will continue to collect the same Avios as today and the minimum Avios will remain at 500.

Q. Will Members earn less Avios when they book premium economy tickets in the future?

A. In our lowest premium economy fare classes (E & T) - Yes.

Today, Members earn 1.25 Avios for every mile flown or a minimum of 625 Avios when they travel in all World Traveller Plus fare classes. For new bookings made on or after 28 April Members will earn 1 Avios for every mile flown or a minimum of 500 Avios when they book and travel in our lowest World Traveller Plus fare classes.

Members who book our flexible premium economy fare class (W) will earn more Avios than they do today.

Today Members earn 1.25 Avios for every mile flown or a minimum of 625 Avios when they travel in our all World Traveller Plus fare classes. For new bookings made on or after 28 April Members will earn 1.5 Avios per mile flown or a minimum of 750 Avios when they book flexible premium economy fares (W Class).

Q. Will Members earn less Avios when they book business tickets in future?

No. Depending on which fare class Members book they may earn more Avios than today. For new bookings made on or after 28 April Members will earn:

- 1.5 Avios for every mile flown – or a minimum of 750 Avios in R & I class (same as today for all business fare classes)
- 2.5 Avios for every mile flown – or a minimum of 1,250 Avios in J, C & D class (more than today)

Q. Will Members earn less Avios when they book First tickets in future?

A. No – Members will earn more Avios than today when they book tickets in First.

Today Members earn 2 Avios per mile flown or a minimum of 1,000 Avios and for new bookings made on or after 28 April 2015 Members will earn:

- 2.5 Avios for every mile flown or a minimum of 1,250 Avios in A class
- 3 Avios for every mile flown or a minimum of 1,500 Avios in F class

Q. Will Members who travel to/from New York to/from London City on our Club World service earn less Avios and Tier Points in the future?

A. Today, Members travelling in Club World on London City routes earn more Avios and Tier Points than Members who travel in Club World to/from other London Airports. For new bookings made on or after 28 April Members will earn the same number of Avios and Tier Points on London City Club World routes as Members travelling in Club World on similar routes to/from other London Airports. We are however, increasing the number of Avios that Members earn when they travel in flexible Club fare classes (J, C & D) which means Members who book these would earn more Avios than today. Members who book our lowest Club fare classes will earn less Avios than today.

Q. What additional benefits does purchasing a flexible ticket give Members?

A. When Members purchase a fully flexible ticket they are able to make changes to and refund their booking with no penalty fees. In addition in economy for example, Members will earn more Avios than if they were to book a discount economy fare or one of our lowest economy fares.

Q. What flexibility do customers lose if they choose to book a lowest fare ticket?

A. Changes and refunds to these fares may not be permitted or may be permitted upon payment of a penalty fee and possible increase in fare. In addition, in economy for example Members will earn less Avios if they book our discount economy fares (K, M, V, L, & N) and both less Avios and Tier Points when they book our lowest economy fares (O, G & Q).

Q. When Members are making a booking – how can they choose which fare class they would like to book and therefore how many Avios/Tier Points they will earn?

A. On ba.com, there is no way for Members to select specifically which fare class they would like to be booked into. Members can choose to book a flexible ticket which will guarantee that they earn the maximum Avios for that cabin. When Members select to book the lowest price option in any cabin, in most instances they will earn fewer Avios.

For example, if Members choose the lowest price economy ticket, they will be booked into either K, M, V, L, or N class where they will earn 0.5 Avios per mile flown or a minimum of 250 Avios or they will be booked into Q, O or G class where they earn 0.25 Avios per mile flown or a minimum of 125 Avios – and this depends on what is available. Members can check which fare class they are being booked into by clicking on the flight number of their selected flight during the booking journey on ba.com.

Q. When a Member is making a new booking – how will they know how many Avios/Tier Points they will earn?

A. When Members confirm their flight booking, they will be able to see the total number of Avios and Tier Points that they will earn when they log into Manage My Booking at ba.com.

> How will these changes affect existing bookings?

Q. If a Member made a booking before 27 April for travel on or after 28 April – will they earn less Avios than they expected?

A. No. All existing bookings will be honoured under the current rules, and the new Avios earning rates will only be applied to new bookings made on or after 28 April 2015.

Q. If a Member books before 28 April, however under the new rules they would earn more Avios – will they be able to claim to receive the additional Avios?

A. No. All existing bookings made up to and including 27 April 2015 will earn Avios under the current rules – only new bookings made on or after 28 April will earn Avios at the new earn rates.

Change to Tier Point earning in lowest economy fare classes

- For **new bookings** made on or after **28 April 2015**, Members will **earn 25%** of the standard (flexible economy) Tier Points when they travel in lowest economy fare classes Q, O or G.
- Members will continue to earn the same Avios as today when they travel in lowest economy fare classes K, M, V, L, or N.

> General Questions

Q. Why is the Executive Club changing the number of Tier Points Members earn in lowest economy fare classes Q, O & G?

A. We are making many structural changes to the Executive Club programme, including this change and together the changes will provide more reward seats across our entire network for all of our Members – many of which will require less Avios than today for Members to book.

Q. Will Members earn less Tier Points when they book economy tickets in future?

A. This depends on which fare class the Member books. For new bookings made on or after 28 April 2015 Members will earn:

- The same number of Tier Points as today in flexible economy fare classes (Y, B & H).
- The same number of Tier Points as today in lowest economy fare classes K, M, V, L, or N. (50% of TPs in flexible economy)
- Less Tier Points in lowest economy fare classes Q, O & G (which will earn 25% of the Tier Points earned in flexible economy rather than 50%).

> How will these changes affect existing bookings?

Q. If a Member made a booking before 27 April for travel on or after 28 April – will they earn less Tier Points than they expected?

A. No. All existing bookings will be honoured under the current rules, and the new reduced Tier Point earning rate for Q, O & G classes will only be applied to new bookings made on or after 28 April 2015.

Changes to Silver Member Tier Bonus

- **Silver Tier Members will no longer earn a 100% Tier Bonus** when they collect Avios on flights with British Airways – for flights booked on or after April 28 2015 **Silver Members will earn a 50% Tier Bonus.**

> General

Q. Why is the Executive Club reducing the Silver Tier bonus from 100% to 50%?

A. We are making many structural changes to the Executive Club programme, including this change and together all of the changes will provide more reward seats across our entire network for all of our Members – many of which will require less Avios than today for Members to book.

Q. I am not a Silver Tier Member, but I have a booking made on or before 27 April 2015 and I think I will achieve Silver Tier status by the time I fly – will I earn a 50% or 100% Tier Bonus?

A. Any bookings made on or before 27 April 2015 will be honoured under the current rules – meaning that you will earn a 100% Tier Bonus if your booking was made before this date even if you were not Silver when the booking was made.

Q. I am currently a Gold Tier Member, and I have a booking made on or before 27 April 2015 and I think I will be a Silver Tier Member at time of flying – will I earn a 50% or 100% Tier Bonus?

A. Any bookings made on or before 27 April 2015 will be honoured under the current rules – meaning that you will earn a 100% Tier Bonus if your booking was made before this date even if you were not Silver when the booking was made.

Q. Are the Bronze and Gold Tier Bonuses also changing?

A. No. The Bronze Tier Bonus will remain at 25% and the Gold Tier Bonus will remain at 100%.

> How will this change affect existing bookings?

Q. As a Silver Tier Member with an existing booking made on or before 27 April for travel on or after 28 April 2015 – will I earn less Avios through my Silver Tier Bonus?

A. If you remain at Silver at time of flying you will continue to earn a 100% tier bonus on flights booked on or before 27 April 2015.

Change in responsibilities

- From 28 April our Terms and Conditions will specify that Avios Group Limited (AGL) will be responsible for issuing Avios and therefore that they will receive, store and process Member data for this purpose.

> General questions

Q. What does this change actually mean for Members of the Executive Club?

A. This change means that Avios Group Limited are specifically mentioned in the Executive Club terms and conditions from 28 April 2015 as being responsible for the issuance of Avios. Avios group will receive, store and process Member data for the sole purpose of issuing Avios and this change should not directly impact Members in any way.

Q. Does this change mean that Members have to contact AGL if I have a question about missing Avios?

A. No. Members should continue to contact British Airways as they do today for queries about all aspects of their Executive Club membership.

Q. Can Members continue to contact British Airways if they have queries about their Executive Club account?

A. Yes. Members should continue to contact British Airways as they do today for queries about all aspects of their Executive Club membership.

Q. Why are we telling Members about a change that will not directly impact them?

A. Due to the changes needed to the Executive Club Terms and Conditions to support the newly agreed responsibilities for AGL in relation to Avios issuance, we are legally required to advise Members of the change even if it doesn't directly affect them.