

Spending Avios Changes Summary & FAQs



Peak & Off-Peak Pricing (from 28 April 2015)

- We are introducing **peak and off-peak pricing** for **reward flights** with British Airways which means that:
 - Members will be able to use **less Avios than they do today** for travel during off-peak periods in **Economy/ Traveller/World Traveller** for 2/3rds of the calendar year.
 - Members **may have to use more Avios** to book reward flights in **World Traveller Plus** depending on if they are booking to travel to a **longhaul** or **shorthaul** destination **and/or** whether they are booking to travel during a **peak or off peak travel** period. For most of our destinations, if Members are travelling during an off-peak period then they will be able to use less Avios that they would need to use today.
 - Members will need to use **more Avios** to book reward flights in British Airways **Club World and First** cabins versus the number of Avios needed to book the same flights today.
- **Off peak** travel periods will equate to **2/3rds of the calendar year** meaning Members can benefit from **reduced Avios pricing** in economy for **most of the year**.
- **Avios pricing** in all cabins will be different **depending on** if you are travelling during our busy travel periods (**peak periods**) or our quieter travel periods (**off-peak periods**).
- Avios pricing for travel with our **oneworld** and other air partners (excluding Iberia) will remain at peak pricing throughout the calendar year.
- Iberia are introducing peak and off peak Avios pricing for reward flight bookings, however because there are some differences between the British Airways and Iberia Avios pricing and peak/off peak dates - we are introducing a separate Iberia Avios pricing model for Executive Club Members. Members will always be able to book reward flights with Iberia between London and Madrid at the British Airways Avios price.

British Airways Peak/Off-Peak Avios Pricing Table

(For new bookings made on or after 28 April)

	Peak				Off - Peak			
	Economy	Premium Economy	Business	First	Economy	Premium Economy	Business	First
Zone 1	4,500	6,750	9,000	18,000	4,000	5,750	7,750	15,500
Zone 2	7,500	11,250	15,000	30,000	6,500	9,500	12,750	25,500
Zone 3	10,00	15,000	20,000	40,000	8,500	12,750	17,000	34,000
Zone 4	12,500	25,000	37,500	50,000	10,000	20,000	31,250	42,500
Zone 5	20,000	40,000	60,000	80,000	13,000	26,000	50,000	68,000
Zone 6	25,000	50,000	75,000	100,000	16,250	32,500	62,500	85,000
Zone 7	30,000	60,000	90,000	120,000	19,500	39,000	75,000	102,000
Zone 8	35,000	70,000	105,000	140,000	22,750	45,500	87,500	119,000
Zone 9	50,000	100,000	150,000	200,000	32,500	65,000	125,000	170,000

BA Peak/Off-Peak Travel Dates Table

(For new bookings made on or after 28 April)

Please note: 'X' denotes a peak travel date

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Jan	x	x	x	x	x																										
Feb												x	x	x	x	x				x	x	x	x	x							
Mar																										x	x	x	x	x	
Apr		x	x	x	x	x			x	x	x	x	x			x	x	x	x	x			x	x	x	x	x				
May																				x	x	x	x	x			x	x	x	x	
Jun	x																			x	x	x			x	x	x	x	x		
Jul		x	x	x	x	x			x	x	x	x	x			x	x	x	x	x			x	x	x	x	x			x	x
Aug	x	x	x			x	x	x	x	x			x	x	x	x	x			x	x	x	x	x			x	x	x	x	x
Sep			x	x	x	x	x																								
Oct															x	x	x	x	x			x	x	x	x	x			x	x	x
Nov	x	x																													
Dec											x	x	x	x			x	x	x	x	x			x	x	x	x				x

> General Questions

Q. Why is the Executive Club changing the way that Members book reward flights on British Airways?

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 Members need to use more Avios when they book economy reward seats in the future?

A. No. For travel during our busier (peak) periods, Members will need to use the same number of Avios as today to book reward seats.

For travel during our quieter (off-peak) periods Members will be able to use on average 26% less Avios than today to book reward seats.

Q. Will Members need to use more Avios when they book premium economy reward seats in future?

A. It depends when Members would like to travel. If Members are booking reward seats in World Traveller Plus during our quieter (off-peak) travel periods they will be able to use on average 14% less Avios than today – except for on routes within zone 4 which Members will need to use on average 7% more Avios than today to book.

For travel during our busier (peak) periods, Members will need to use on Average 33% more Avios than today to book reward seats.

Q. Will Members need to use more Avios when they book Club World reward seats in the future?

A. Yes. Members will need to use on average 25% more Avios for travel during our quieter (off-peak) travel periods and on average 50% more Avios for travel during our busier (peak) travel periods.

Q. Will Members need to use more Avios when they book First reward seats in future ?

A. Yes. For reward flight bookings in First during our quieter (off-peak) travel periods. Members will be able to use on average 13% less Avios than today. For travel during our busier (peak) travel periods. Members will need to use on average 33% more Avios than today.

Q. Why are we increasing the number of Avios needed to fly in British Airways Longhaul Premium cabins (World Traveller Plus/Club World/First)?

A. We understand that it can be difficult for Members to find reward seat availability in our premium cabins (World Traveller Plus/Club World/First), especially on our most popular routes. This is because reward seat availability is restricted and many Members are looking to book the same seats. Through making a series of changes to our programme we have been able to add a number of additional reward seats across our entire network including in our premium cabins.

Q. Will reward flights with Iberia also be moving to a peak/off-peak Avios pricing model?

A. Yes. There will be some differences in the Avios pricing and the peak/off peak travel dates for travel on Iberia, however Members will always be able to book reward flights with Iberia between London and Madrid at the British Airways Avios price. To view more details about the Iberia Plus Avios pricing and peak/off-peak travel dates please visit Iberia.com.

- Q. Will reward flights with British Airways oneworld and other airline partners also be moving to a peak/off-peak Avios pricing model?**
- A. No. If Members would like to redeem Avios to fly with British Airways airline partners they will need to use peak Avios pricing all year round. There will be no off-peak pricing available for reward flights with British Airways airline partners. Please note that this does mean that Members may have to use more Avios to book premium cabins with partner airlines – where the same booking on British Airways requires more Avios under the new rules.
- Q. Will this new peak and off-peak Avios pricing model apply to flights operated by British Airways subsidiaries and franchises?**
- A. Yes. Members will be able to book peak and off-peak reward bookings on flights operated by Comair, Sunair, Openskies and BA Cityflieger.
- Q. When are the new peak and off peak travel periods?**
- A. The new peak and off-peak Avios pricing model is broadly based on the typically busy and quieter travel periods across the British Airways network. Broadly speaking busy travel periods are UK Easter, Summer and Christmas holiday periods, however there are also peak travel periods in between these key holidays which reflect other busy travel periods on our network. Reward flight bookings for travel on Tuesdays and Wednesdays will be at off-peak Avios prices throughout the year – even during a busy travel period.
- Q. Are the peak and off-peak travel periods different depending on which country Members are departing from?**
- A. No. Our peak and off peak travel periods will be the same globally and are broadly based on the typically busy and quieter travel periods across the British Airways network. Broadly speaking busy travel periods are UK Easter, Summer and Christmas holiday periods, however there are also peak travel periods in between these key holidays which reflect other busy travel periods on our network. Reward flight bookings for travel on Tuesdays and Wednesdays will be at off-peak Avios prices throughout the year – even during a busy travel period.
- Q. If a Member has a booking which includes multiple sectors, will they be charged peak/off-peak pricing by sector depending on if each individual sector takes place during a peak or off-peak period?**
- A. Avios pricing is calculated on a sector by sector basis and will therefore take into consideration whether each individual sector takes place during a peak or off-peak period, meaning that Members may be charged different Avios prices for each sector within their booking depending on if the sectors take place during a peak/off-peak period.
- Q. Will peak and off-peak pricing be applied to the cost of the Taxes, Fees and Charges that Members must pay when I make a reward flight booking?**
- A. No. The peak and off-peak pricing model applies only to the number of Avios that you must use in order to make a reward flight booking. Taxes, Fees and Charges must still be paid in full and the cost of these will not vary depending on if you are travelling during a busy or quieter travel period.
- Q. Will peak and off-peak pricing be applied to the Reward Flight Saver fee that Members must pay when they make a reward flight booking to a shorthaul destination?**
- A. No. The peak and off-peak pricing model applies only to the number of Avios that Members must use in order to make a reward flight booking.
- Q. Where can Members calculate how many Avios they will need to use when booking a reward flight on or after 28 April 2015?**
- A. From 28 April the Avios calculator will be updated to show you the new Avios price for bookings – in the meantime you can view our Avios pricing chart for new reward flight bookings made on or after 28 April 2015.
- > Members with existing Bookings made up to an including 27 April 2015**
- Q. Will existing bookings be re-calculated based on the new peak/off-peak pricing structure?**
- A. No. Any bookings made on or before 27 April 2015 will remain unchanged. This means Members will not have to use more Avios towards their existing booking if under the new rules they would need to use more Avios to make the same booking. Equally, this means that Members will not receive a refund of any difference in Avios if they would need to use less Avios under the new rules to make the same reward flight booking.
- Q. If a Member has an existing booking for travel after the 28 April 2015 – which they would need less Avios to book under the new peak/off-peak pricing structure - will they be refunded the difference in Avios?**
- A. No. Any bookings made on or before 27 April 2015 will be under the current rules (and current Avios price). Only bookings made on or after 28 April 2015 will be under the new rules.

- Q. If a Member has an existing booking (made on or before 27 April 2015) which under the new rules they would have to use less Avios to make – can they claim to receive a refund of the additional Avios I used originally?**
- A. No. Any bookings made on or before 27 April 2015 will be under the current rules (and current Avios price). Only bookings made on or after 28 April 2015 will be under the new rules.
- Q. If a Member has an existing booking for travel after the 28 April 2015 – which they would need less Avios to book under the new peak/off-peak pricing structure. Can they cancel and re-book from 28 April using less Avios?**
- A. Yes. Members can cancel their booking online via Manage My Booking or by contacting their local Executive Club service centre and as long as it the booking is cancelled more than 24 hours before departure they will receive a full refund of the Avios used towards the booking. Please note if Members do choose to cancel their booking there is no guarantee that the reward seats will be available for them to re-book & cancellation charges may apply.
- Q. If a Member has an existing booking (made on or before 27 April 2015) for travel on or after 28 April 2015 which requires more Avios under the new rules – will they have to pay more Avios?**
- A. No. Any bookings made on or before 27 April 2015 will be under the current rules (and current Avios price). Only bookings made on or after 28 April 2015 will be under the new rules.
- Q. If a Member has an existing booking (made on or before 27 April 2015) which they need to change on or after 28 April 2015 – will they be able to do this?**
- A. Yes. All date changes can be made in Manage My Booking as normal and the Avios price will remain the same regardless of the new prices.

For new bookings made after 28 April 2015

- From a peak date to an off-peak date – can be made in Manage My Booking as normal but the Avios will be refunded at a later date. Alternatively, you can call your local Service Centre to make these changes and receive a refund.
- From an off-peak date to a peak date – you will not be able to change your dates online; please call your local Service Centre to make these changes instead.
- From a peak date to another peak date – no change; you will be able to make these changes in Manage My Booking as normal.
- From an off-peak date to another off-peak date – no change; you will be able to make these changes in Manage My Booking as normal.

Removal of free domestic feeder flights on shorthaul connections (from 28 April 2015)

- Today, if a Member is booking a reward flight journey which includes a domestic sector which connects onto another destination (for example Glasgow – Heathrow – Paris), then Members are **only required to pay the Avios price for the non-domestic sector(s)**. In the example given this means that Members would only need to use Avios for the Heathrow-Paris sector.
- For **new bookings** made on or after **28 April 2015**, Members will be **required to pay the Avios price for any domestic sectors when they are connecting on to a shorthaul destination**.
- **Members can** continue to **benefit from free domestic feeder flights when they are connecting on to a longhaul destination**.

> General Questions

- Q. What is a 'domestic feeder flight'?**
- A. A 'domestic feeder' flight is a flight from a regional airport to a hub where you can fly onwards to your final destination. For example, if you live in Manchester you would need to fly to London in order to fly onwards to New York. In this case the Manchester to London flight is what we would refer to as your 'domestic feeder' flight.

Q. Are domestic feeder reward flights 'free' today?

A. Yes. If you are booking a reward flight journey today which includes a domestic feeder flight, you are not required to pay the Avios amount for the domestic feeder flight – irrespective of whether your final destination is a longhaul or shorthaul destination. Please note that taxes, fees and charges are still applicable today for domestic feeder flights.

Q. Why are you removing free domestic feeders for connections onto shorthaul flights?

A. Today Members travelling from airports across the UK to London who are then connecting on to another flight, are not required to pay the Avios for their domestic sector(s). Although we understand that this change will affect some of our Members - it is unsustainable for us to continue offering this on shorthaul connections. This change will also mean that Members travelling domestically onto shorthaul flights within the UK will be treated the same as Members in other countries. This will however, remain as a key benefit for our Members when travelling on domestic flights where they are connecting to longhaul flights.

> How will this change affect existing bookings?

Q. For bookings made on or before 27 April which is due to travel on or after 28 April 2015 and includes a 'free' domestic flight – will Members need to pay more Avios towards their booking?

A. No. The new rules will apply only to new bookings made on or after 28 April 2015. This means that Members will not be required to pay additional Avios towards their existing reward flight booking.

Q. For bookings made on or before 27 April which is due to travel on or after 28 April 2015 and includes a 'free' domestic flight – will Members need to use more Avios if they need to change their booking?

A. No. The new rules will apply only to new bookings made on or after 28 April 2015. This means that Members will not be required to pay additional Avios towards their reward flight booking (made on or before 27 April 2015) – even if it has changed on or after 28 April 2015.

Changes to Upgrade Using Avios (from December 2015)

- Today, Members are only **eligible to Upgrade using Avios** if they have purchased a ticket in **Y, B or H class**.
- From December 2015, Members will be **eligible to Upgrade using Avios** if they have purchased a ticket in **Y, B, H, K, M, V, L, S or N class**.
- The **number of Avios** needed to Upgrade using Avios **will not change** and will continue to be based on a calculation of the difference in Avios needed to book a reward seat in the class you are upgrading from/to.
- Exact **date of launch** yet **to be confirmed** and will be communicated to Members closer to the time.

General Questions

Q. How do Members Upgrade using Avios?

A. Where available, Members can upgrade using Avios by visiting 'Manage My Booking' on ba.com or by contacting their local Executive Club service centre.

Q. Which fare class do Members need to be booked into in order to be eligible for Upgrade using Avios today?

A. Today Members must be booked into Y, B or H class in order to be eligible to Upgrade using Avios (subject to availability).

Q. What is changing?

A. From later this year, Members will be eligible to upgrade using Avios from a wider range of economy fare classes. This means there will be more opportunities to upgrade than ever before.

Q. Which fare classes will be eligible to Upgrade using Avios (subject to availability) after the change has been made?

A. Members will be eligible to Upgrade using Avios, where available if they are booked into Y, B, H, K, M, V, L, S or N class.

Q. When will the change to Upgrade using Avios become available?

A. This improvement to our Upgrade using Avios product will become available later this year, and we will provide more information to you and Members in due course.

9 million reward seats available this year

- From today, we **guarantee that a minimum of 4 seats in economy and 2 seats in Club** will be offered as reward seats on every flight across the entire British Airways network.
- This new guarantee means that there will be an **extra 500,000 reward seats available for Members to book today.**
- **This year** we will have **more than 9 million reward seats across the network**

> General Questions

Q. British Airways will now have a minimum number of reward seats in economy and business on each flight – does this mean you are not offering more seats in Premium Economy and First?

A. We have agreed that a minimum number of reward seats will be offered on every British Airways flight in economy and business where 85% of all reward flight bookings are made today. Although we are not introducing a minimum number of seats for premium economy and First we do expect to continue to see reward seat availability in these cabins as we do today.

Q. Does the new guarantee of a minimum number of reward seats in economy and business mean that in the past that you didn't have reward seats available on every flight?

A. That's right. In the past, we couldn't guarantee that any specific number of reward seats would be available on each flight. This new guarantee will add an additional 500,000 reward seats into economy and business over the next year – many of which will require less Avios to book.

Q. Will all the reward seat availability be loaded into the system 355 days in advance of travel, or will they be added into the system throughout the year?

A. The guaranteed minimum number of reward seats will be loaded 355 days in advance of travel, however if the reward seats have not been booked 45 days before the flight is due to depart we may remove them in order to ensure that the seats do not remain empty on the flight. With this exception, the number of reward seats on any given flight may increase or decrease at any time. On average, we tend to make more reward seats available as we get closer to the actual travel date but this doesn't happen on every flight.

Q. Are the additional 500,000 reward seats that you mention available now for me to book on ba.com?

A. Yes. The additional 500,000 reward seats which are directly linked to the new guarantee have been released for you to book on ba.com for flights departing on or after 28 April 2015, however some flights may have released the minimum number of seats already and if these have been booked you may not see additional reward seats available on those flights from today.

Q. Does the new guarantee mean that I will always see 4 reward seats available in economy and 2 reward seats available in business every time I search for reward flights on ba.com?

A. No. The minimum number of reward seats will be released 355 days before travel and once booked there is no guarantee that we will release any additional reward seats – although we do tend to make more reward seats available as we get closer to the actual travel date.

Q. Is the additional 500,000 reward seats restricted for Executive Club Members only – or can Members of other oneworld Frequent Flyer programmes also book these reward seats?

A. As today, Members of other **oneworld** partner airline rewards programmes can book reward seats across the British Airways network and this is not changing. British Airways Executive Club Members can also book reward seats with all of our **oneworld** partner airlines through ba.com.