

Flight Operations News
Update as at 16 September 2001, 0900 BST

USA and Canada flights start to return to normal

British Airways has begun dispatching aircraft from London Heathrow to the US following confirmation from the Federal Aviation Administration that it is satisfied with British Airways' security measures and that the airline can fly into US airspace.

British Airways will operate 27 services to the United States today, Sunday September 16, and its normal four daily flights to Canada. This represents 70% of the airline's normal scheduled services to the United States from Heathrow and over 80% from Gatwick.

For details of flights operating from Saturday 15 to Monday 17 September please see below.

- FLIGHTS RESUME TO CANADA
REFUNDS AND RE-BOOKINGS
GENERAL INFORMATION
RETURN OF FLIGHTS DIVERTED ON 11 SEPTEMBER

Flights on Saturday 15 September:

UK to USA

Table with 4 columns: Destination, Flight No, Dep, Airport. Lists routes to Atlanta, Baltimore, Boston, Chicago, Denver, Houston, Los Angeles, New York JFK, Philadelphia, Phoenix, San Francisco, Tampa, Washington.

UK to CANADA

Table with 4 columns: Destination, Flight No, Dep, Airport. Lists routes to Montreal, Toronto, Vancouver.

USA to UK

Table with 4 columns: Departure, Flight No, Dep, Destination. Lists routes from Atlanta, Baltimore, Chicago, Denver, Houston, Los Angeles, Miami, New York JFK, Philadelphia, Phoenix, San Francisco, Tampa, Washington.

CANADA to UK

Table with 4 columns: Departure, Flight No, Dep, Destination. Lists routes from Montreal, Toronto, Vancouver.

British Airways is pleased to announce that the following scheduled services will resume, commencing Sunday 16th September 2001

UK to USA

Table with 4 columns: Destination, Flight No, Dep, Airport. Lists routes to Atlanta, Baltimore, Boston, Chicago, Dallas, Denver, Detroit, Houston, Los Angeles, Miami, New York JFK, Philadelphia, Phoenix, San Diego, San Francisco, Seattle, Orlando, Washington.

UK to CANADA

Table with 4 columns: Destination, Flight No, Dep, Airport. Lists routes to Montreal, Toronto, Vancouver.

USA to UK

Table with 4 columns: Departure, Flight No, Dep, Destination. Lists routes from Atlanta, Baltimore, Boston, Chicago, Dallas, Denver, Detroit, Houston, Los Angeles, Miami, New York JFK, Philadelphia, Phoenix, San Diego, San Francisco, Seattle, Orlando, Washington.

CANADA to UK

Table with 4 columns: Departure, Flight No, Dep, Destination. Lists routes from Montreal, Toronto, Vancouver.

British Airways is pleased to announce that the following scheduled services will resume, commencing Monday 17th September 2001

USA to UK

Table with 4 columns: Destination, Flight No, Dep, Airport. Lists routes to Washington, Philadelphia, Los Angeles.

The airline said: "British Airways is very pleased to be able to return to the United States. Our thoughts remain with all those people affected by this week's atrocities in the United States and with our colleagues at American and United Airlines."

We plan to resume a full operation as soon as possible. Please return to this page for further updates.

The airline's reservations number 0845 77 999 77 is open for customer enquiries. Bookings for future flights can also be made using the airline's website www.britishairways.com or via travel agents.

Flights to Tel Aviv are also operating normally although flights to Islamabad are suspended until further notice.

- FLIGHTS RESUME TO CANADA
REFUNDS AND RE-BOOKINGS
GENERAL INFORMATION
RETURN OF FLIGHTS DIVERTED ON 11 SEPTEMBER

FLIGHTS RESUME TO CANADA

British Airways resumed some flights between the UK and Canada, Friday September 14, following approval from the Canadian regulatory authorities.

The flights were:

- BA095 Heathrow to Montreal departed 1741hrs
BA085 Heathrow to Vancouver departed 1715hrs
BA099 Heathrow to Toronto departed 1715hrs

Scheduled services from Canada to the UK have also begun, with BA098 from Toronto landing in London at 1305 BST 14 September.

Back To Top

REFUNDS AND RE-BOOKINGS

Flights between the UK and the USA Friday 14th to Monday 17th September inclusive
Passengers who either have had their flight cancelled, or had a confirmed booking between these dates and who now wish to cancel can either:
- rebook for an alternative date up until 31st October 2001, subject to availability of their original booking class
- take a full refund, which will be honoured by British Airways at the appropriate rate

Flights between the UK and the USA (excluding New York airports) from Tuesday 18th to Friday 21st September inclusive
Passengers who either have had their flight cancelled, or had a confirmed booking between these dates and who now wish to cancel can:
- rebook for an alternative date up until 31st October 2001, subject to availability of their original booking class at no additional charge
- take a full refund, which will be honoured by British Airways at the appropriate rate

Flights between the UK and New York airports from Tuesday 18th to Friday 21st September inclusive
Passengers who either have had their flight cancelled, or had a confirmed booking between these dates and who now wish to cancel can either:
- rebook for an alternative date up until 31st October 2001, subject to availability of their original booking class at no additional charge
- take a full refund, which will be honoured by British Airways at the appropriate rate

Flights between the UK and Canada from Friday 14th September
With immediate effect, the normal British Airways rebooking and refund policy applies

Flights between the UK and Islamabad from Friday 14th to Monday 24th September inclusive
British Airways will not operate flights to Islamabad until Tuesday 25th September. Therefore, passengers who either have had their flight cancelled, or had a confirmed booking between these dates and who now wish to cancel can either:
- rebook for an alternative date up until 31st October 2001, subject to availability of their original booking class at no additional charge
- take a full refund, which will be honoured by British Airways at the appropriate rate

Flights from the UK to the Rest Of World (including Tel Aviv) from Friday 14th
With immediate effect, the normal British Airways rebooking and refund policy applies

Rest of World flights, Friday 14th September
- Scheduled services from Canada to the UK have begun (from Friday September 14th).
- Flights to Tel Aviv are operating normally.
- Flights to Islamabad are suspended until Tuesday 25th September.

Back To Top

GENERAL INFORMATION

Passengers travelling on all other British Airways services are advised to check in for flights as normal. However, due to heightened airport security there are changes in security procedures which mean that all passengers will need to allow additional time to check in. Passengers booked on a cancelled flight should contact British Airways on the numbers below, or their travel agent.

Minimum connecting times within and between London airports have been increased, as follows:

- London Heathrow - terminal to terminal, 2 hours
- London Gatwick - terminal to terminal, 2 hours
- London Heathrow to London Gatwick, 2 hours
- London Gatwick to London Heathrow, 4 hours

Passengers who would like further information regarding British Airways flights to and from the USA or Canada should contact the following numbers:

From the UK call 0845 77 999 77
From the USA call 1-800-Airways
From all other countries call your local telephone sales office or call +44 191 490 7901

Back To Top

RETURN OF FLIGHTS DIVERTED ON TUESDAY 11 SEPTEMBER

British Airways has completed the repatriation of all Tuesday's diverted flights back to the UK.

To access British Airways' main website, click here.
To access our Press Site please click here.

The above information is correct at time of distribution but is subject to regular review. Please return to this page for further updates.

Back To Top