



Dear Travel Partner,

We would like to inform you of an important update to the Customer Contact Details Policy for Agency Bookings. The updated Policy will take effect from 1 March 2026.

In accordance with IATA Resolution 830d and the Travel Agency Addendum, you are required to collect accurate and up-to-date customer contact details (email and/or phone) from all passengers during the booking process, but no later than at the time of ticketing.

Contact details must be entered into the booking in compliance with industry standards using the keywords below:

- **CTCE** – for email
- **CTCM** – for mobile phone

Where the customer chooses not to provide their contact information, you must advise them that this may prevent British Airways from providing operational notifications, such as schedule changes or disruption assistance. In these cases, please record the refusal in the PNR using the keyword **CTCR**.

**ADM Policy for Non-Compliance**

An Agency Debit Memo (ADM) of **GBP 10.00 per PNR + GBP 10.00 admin fee** (or equivalent in local billing currency) will be issued for ticketed bookings, where:

- Customer contact details are missing
- Incorrect or fictitious email/phone numbers are provided
- Agency contact details are used instead of the customer's

If a customer submits a claim due to missing or incorrectly provided contact details, resulting in missed flights, disrupted travel, or any avoidable issues throughout the journey, the responsible agent will bear liability, with the ADM covering the claim amount.

### **Transition Period**

Your agency however, has been granted a one month transition period, during which this ADM type will not be issued. We encourage you to review bookings to ensure customer contact details are complete and accurate during this period. We will provide reports highlighting compliance levels and any PNRs requiring updates, to support your teams in preparing for full ADM application.

Any bookings ticketed on/after **1 April**, will be subject to an ADM for non-compliance.

Accurate customer contact details allow us to keep customers informed during disruption, ensuring timely operational updates and a smoother journey. These details are used to deliver operational communication and not for marketing purposes. Further information can be found <here> - **(Link to the updated Policy on BATPC to be added on 03 Feb)**.

Kind regards,  
British Airways