



LONG-HAUL STANDARD FARES NOW AVAILABLE IN J BOOKING CLASS

POC North America–South Asia

British Airways is making changes to our long-haul Standard fares from North America (USA and Canada) Point of Commencement (POC) to South Asia (India and Pakistan).

From 8 April 2026, Standard long-haul fare products will now be available in in J booking class for bookings from POC USA or Canada to India or Pakistan.

Previously, the J booking class was limited to Fully Flex fares. Now, with this change, customers can also book Standard fares in the J booking class.

When booking Standard fares in J booking class, Standard fare rules will apply. These fare rules are as follows:

- Refunds not permitted
- Changes permitted subject to fare conditions
- Same checked baggage allowance as other Business cabin fares (2x32kg checked baggage)
- Seat selection from 24 hours prior to departure.

For full details, please refer to the table below:

Fare product	Point of Commencement (POC)	To	What's changing?
Standard	North America (US, CA)	South Asia (IN, PK)	Booking class availability - Standard fares will now be available in J booking class

For a full breakdown of fares available in Club World booking class on North America POC to South Asia, please see the below table:

Booking class	Standard	Select Pro	Fully Flex
J	✓ New fare		✓
C	✓	✓	
D	✓	✓	
R	✓	✓	
I	✓	✓	

Important change - Customer Contact Details Policy for Agency Bookings

- IATA Resolution 830d and the Travel Agency Addendum, require agents to collect accurate customer contact details from all passengers during the booking process. The updated Policy will take effect from **1 March 2026**.
- We are going to start issuing Agency Debit Memos (ADMs) to agents for non-compliance as per below:
- **ADM POLICY FOR NON-COMPLIANCE**

An 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**
- **TEMPORARY EXEMPTION/TRANSITION PERIOD FOR MANAGED ACCOUNTS ONLY:**

Managed accounts specifically have been granted an exemption to the ADMs during a one-month transition period from **1 March to 31 March 2026**. During this time, ADMs for non-compliance will not be issued. However, they should use this time to familiarise themselves with the updated policy and to make any necessary process adjustments ahead of full enforcement on **1 June 2025**.



Important change - Customer Contact Details Policy for Agency Bookings

Notes:

- Travel agents must use the approved formats and keywords below when recording customer contact details.
- Even if the customer refuse to provide contact information, the CTCR entry must be added to the PNR to formally record the customer's refusal.
- The details can be found on BA Travel Partners Connect website, following the below link.
<https://www.britishairways.com/travel-partner-connect/trade-disclosure/disruption-notification>
- THE CORRECT GDS FORMATS FOR ENTERING CUSTOMER CONTACT DETAILS



THE CORRECT GDS FORMATS FOR ENTERING CUSTOMER CONTACT DETAILS

GDS	Add a customer's email address	Add a customer's mobile number
Amadeus	SRCTCE-EMAIL//DOMAIN.COM/EN	SRCTCM-447771234567/EN
Apollo	@:3SSRCTCELYYHK1/N1/EMAIL//DOMAIN.COM/EN	@:3SSRCTCMLHHK1/N1/447771234567/EN
Galileo	>SI.P1/SSRCTCEYYHK1/EMAIL//DOMAIN.COM/EN	>SI.P1/SSRCTCMLHHK1/447771234567/EN
Sabre	3CTCE/EMAIL//DOMAIN.COM/EN-1.1	3CTCM/447771234567/EN-1.1
Travelsky	>SSR CTCE MU HK1/EMAIL//DOMAIN.COM/EN/P1/S2	>SSR CTCM MU HK1/447771234567/EN/P1/S2
Worldspan	3SSRCTCEYYHK1/EMAIL//DOMAIN.COM/EN-1.1	3SSRCTCMLHHK1/447771234567/EN-1.1
GDS	Customer refused to provide contact details	
Amadeus	SRCTCR-REFUSED	
Apollo	@:3SSRCTCRYYHK1/N1/REFUSED	
Galileo	SI.P3/SSRCTCRYYHK1/REFUSED	
Sabre	3CTCR/REFUSED-1.1	
Travelsky	SSR CTCR MU HK1/REFUSED/P1/S2	
Worldspan	3SSRCTCRYYHK1/REFUSED-1.1	

