

British Airways Revised baggage policy

Dear Trade Partner

British Airways' revised hold baggage policy will come into full effect from 6 November 2007.

The new policy was partially introduced in February to give staff and customers sufficient time to familiarise themselves with the changes. Since then, the airline has conducted extensive research involving its customers and its staff.

As a result, it will make a number of changes, designed to address the key concerns highlighted.

The changes will mean:

- Excess baggage charges will be significantly reduced.
- Customers will benefit from a 20% discount if they pay excess baggage charges online at ba.com. Revised online excess baggage rates will be:

UK domestic flights	£14 one-way (previously £24)
All other short haul	£24 one-way (previously £48)
Long haul	£60 one-way (previously £96)
- Customers paying excess baggage charges at the airport will pay:

UK domestic	£20 one-way (previously £30)
All other shorthaul	£30 one-way (previously £60)
Long haul	£75 one-way (previously £120)
- Continued flexibility for customers who are unable to carry one bag, provided they remain within the 23kgs weight limit.
- Customers who check in bags within their piece allowance but that exceed 23kgs will pay a flat rate of £25, with effect from 4 November 2008, once the airline's transition into London Heathrow's Terminal 5 is complete.

Customers will continue to be able to take their sporting equipment such as golf bags and skis for free in addition to their normal personal baggage allowance.

The airline has redefined the list of sporting equipment to make it easier for customers to understand what they can and cannot check in. It also takes into account limitations of airport baggage systems and size and weight restrictions in the aircraft hold.

All other aspects of the policy will remain the same.



Since introducing its new baggage policy in February 2007, the airline has conducted research with its staff and customers. The revisions to the policy reflect the outcome of this research.

With effect from 6 November, personal baggage allowance will be:

- One bag weighing no more than 23kgs for Euro/World Traveller economy customers with the exception of some longhaul routes including, the USA and Canada, Argentina, Brazil, the Caribbean, Mexico, Bermuda, Ghana, Kenya, Nigeria.
- Customers travelling in World Traveller economy to and from the above destinations will be able to take two bags, each weighing no more than 23kgs.
- Two bags, each weighing no more than 23kgs for Club Europe and World Traveller Plus premier economy customers.
- Three bags, each weighing no more than 23kgs for Club World business class and First customers.
- Sporting equipment such as golf bags and skis can be taken free of charge in addition to personal baggage allowance.
- Where it is clear that a customer cannot manage one bag of 23kgs, they will be able to check in an additional bag free of charge, as long as both bags are within 23kgs.
- Infants' personal allowance is one bag, weighing no more than 23kgs.
- Pushchairs, car seats and wheelchairs can be taken in addition to the baggage allowance.

Hand baggage allowance remains:

Customers departing from or transferring through a UK airport can take one standard-sized bag no bigger than 56 cm x 45 cm x 25 cm (22 inches x 17.5 inches x 9.85 inches).

Customers departing airports outside the UK, and whose journey ends in the UK can take, One standard sized bag no bigger than 56 cm x 45 cm x 25 cm (22 inches x 17.5 inches x 9.85 inches) and a laptop sized bag or briefcase.

There is no weight limit for cabin bags, provided customers can lift the bags, unaided, into the overhead lockers in the aircraft cabin.

Restrictions remain in place for the carriage of liquids, gels and creams in hand baggage for all customers departing from and transferring through all EU airports, the USA and Canada. Some other airports around the world operate their own restrictions. Customers are advised to check before they travel.

Please visit speedbirdclub.com for full details of the revised baggage policy.

If you have any further questions, please do not hesitate to contact me.

Kind regards



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