

Dear Traveler,

**Mandatory Covid-19 pre-departure testing for flights to the UK**

All passengers, including those transiting airside via a UK airport, must now provide evidence of a negative Covid-19 test taken within 72 hours of their flight departure time. Information on limited exceptions and test requirements can be found [here](#). Customers should be prepared to show their test documentation when asked by a member of airline staff or an official.

**Passenger Locator Form for arrivals to the UK**

All customers must complete the '[Passenger Locator Form](#)' online before they arrive in the UK.

**UK government suspension of 'Travel Corridors' and mandatory quarantine**

As of 18 January, all Travel Corridors with the UK have been suspended. This means that customers must now self-isolate for 10 days or opt into the "Test to Release" scheme after the fifth full day of isolation to shorten the total isolation period. More information can be found [here](#).

**Testing and entry requirements for other destinations**

Many of the destinations we fly to have introduced their own entry requirements including mandatory testing and quarantine. Customers should check [gov.uk](http://gov.uk) prior to departure for information relating to their destination of travel. British Airways colleagues at the airport will continue to check customer documentation for compliance, when they are travelling to a destination with specific government entry requirements.

**British Airways' flying schedule**

The current UK lockdown and Travel Corridor suspension means we are having to operate a dynamic schedule. The latest guidelines from the UK government means we cannot accept customers from a number of countries in South America, sub-Saharan Africa, along with Portugal and Cape Verde.

**Flexibility to help you**

If we cancel a flight, you can request a full refund. Our [Book with Confidence policy](#) continues to offer flexibility if customers' plans change.

**Onboard catering news**

On 20 January, in our Euro Traveller (short haul economy) cabin, we introduced our new Speedbird Café pre-purchase menu for customers. The new menu features delicious pies and sandwiches designed by Michelin-starred British chef, Tom Kerridge. Moving to a pre-purchase proposition will not only ensure that customers receive their first choice on board, but also help us achieve our sustainability commitments by reducing wastage on board. Alongside this, we will continue to offer customers flying in Euro Traveller complimentary refreshments introduced in response to the pandemic.

As of 20 January, we advanced to the next phase of our enhanced on-board catering experience for our long haul services. We have been working on new menus, are returning to a tray service in all our cabins and are re-introducing special meals. These enhancements are being delivered safely, with the unique British Airways service our customers expect from us.

