



UK Border Force Industrial Action

Dear Travel Partner,

We are writing to remind you of the UK Government Border Force industrial action, taking place on 23-26th and 28-31st December, in the United Kingdom. This action, which will affect some UK airports including London Heathrow and London Gatwick, will lead to longer waiting times to pass through the UK Border for customers ending their journey in London or connecting onto other destinations in the UK and Ireland.

If your customer is connecting straight onto another international flight on arrival in London Heathrow they will be unaffected by this industrial action as they will remain in transit and not pass through the UK border. If your customer is travelling into London City Airport they are unlikely to be affected by the industrial action.

We are doing everything that we can do to ensure that our customers' journey runs smoothly, and additional colleagues will be on hand to help. Customers travelling inbound into London holding an e-passport are advised to use the ePassport gates to enter the UK. For details on eligible passports and restrictions please visit the [UK Government website](#).

Finally, we'd like to remind all partners of [IATA Resolution 830d](#), where agents are required to actively ask each customer whether they wish to provide their contact details (e-mail and/or telephone number) to British Airways, and any other airlines in their itinerary so the carrier(s) are able to make contact in the event of flight disruption. Where the customer does not wish to provide their contact details, the customer should be advised they may not receive critical operational information regarding their journey. Please be aware that contact details will be exclusively used for operational disruption, we will not use these details to send marketing communications to customers. For more details on disruption notifications please see our [British Airways Trade Support website page](#).

Although this industrial action is beyond our control, we're very sorry for any inconvenience or disruption your customers may experience on their journey.

Kind regards,

British Airways

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