



BA has since made some updates on the timeline for CONTRACTED agencies.

- No ADMs will be issued for non-compliance between 1 March and 31 May 2026
- Full policy enforcement will begin on 1 June 2026
- ADMs will be issued from July 2026, based on tickets issued in June 2026

Please also find the policy on BATPC website. Thank you again for your help.

[Customer contact details policy for agency bookings](#)

BA has announced some Important changes - Customer Contact Details Policy for Agency Bookings. I created 3 slides so that you could share it with the agents.

To summarize, 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. BA is going to start issuing Agency Debit Memos (ADM) to agents for non-compliance starting from April 1.

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

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.

Here are some details regarding adding customer Contact Details in PNRs. 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

GDS	Add a customer's email address	Add a customer's mobile number
Amadeus	SRCTCE-EMAIL//DOMAIN.COM/EN	SRCTCM-447771234567/EN
Apollo	@:3SSRCTCELYHK1/N1/EMAIL//DOMAIN.COM/EN	@:3SSRCTCMLHKK1/N1/447771234567/EN
Galileo	>SI.P1/SSRCTCEYYHK1/EMAIL//DOMAIN.COM/EN	>SI.P1/SSRCTCMLHKK1/447771234567/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	3SSRCTCMLHKK1/447771234567/EN-1.1
GDS	Customer refused to provide contact details	
Amadeus	SRCTCR-REFUSED	
Apollo	@:3SSRCTCRYHK1/N1/REFUSED	
Galileo	SI.P3/SSRCTCRYHK1/REFUSED	
Sabre	3CTCR/REFUSED-1.1	
Travelsky	SSR CTCR MU HK1/REFUSED/P1/S2	
Worldspan	3SSRCTCRYHK1/REFUSED-1.1	