



Dear Partner,

We would like to make you aware of an airport terminal entry requirement enforced by the Government of India, which applies to all customers departing from Indian airports, on both domestic and international flights.

To access the airport terminal, customers must present a boarding pass or ticket containing a scannable 2D barcode.

What customers need to do

To help ensure a smooth journey, please encourage customers travelling from India to:

Check in online before travelling

Online check-in opens 24 hours before departure. Once checked in, customers can download or print out their boarding pass, which includes the 2D barcode required for terminal access.

Bring their boarding pass to the airport

Customers can present either a digital or printed boarding pass. If online check-in is unavailable, customers may use a British Airways pre-travel communication containing a scannable 2D barcode to gain access to the terminal. This will be included in pre-travel emails, issued approximately 24 hours before departure, from 23 July 2026.

Customers who enter the terminal using a pre-travel barcode from a pre-travel email will need to visit a British Airways check-in desk to complete check-in and collect their boarding pass.

How to support your customers

Please ensure customers' email addresses and contact details are captured accurately at the time of booking. This allows British Airways to send important pre-travel communications, including messages containing the 2D barcode needed for terminal access when online check-in is not available.

If agency contact details are entered instead of the customer's, it is important that all pre-travel communications received from British Airways are passed on to the customer promptly.

As a reminder, agents are required to collect customer email or phone details in line with IATA Resolution 830d and the Travel Agency Addendum. This will ensure customers travelling from India are able to do so smoothly. For more information, [click here](#).

Kind regards,
British Airways