



Dear Travel Advisor,

Following yesterday's significant air traffic control disruption affecting UK airspace, our teams have worked throughout the night to build a revised flying programme for today and are operating as many flights as possible.

However, a number of aircraft and crew remain out of position, so we have unfortunately had to make further short-haul cancellations to today's schedule. We know this disruption has had a significant impact on our mutual customers and would like to thank you for your continued support as we work together to help those affected.

Customers whose travel plans have been disrupted can continue to be re-booked onto an alternative British Airways flight for travel from now up to and including Sunday 13 September. Customer Guidance can be found [here](#).

For NDC customers wishing to manage cancelled bookings (status 'UN') or utilise the Book Away policy on operating British Airways segments (status 'HK'), can do this in either the API or IAG Booking Portals. As our phone lines remain extremely busy, we encourage partners to use these self-service options wherever possible.

Thank you for your patience and partnership while we work through this recovery.

Kind regards,
British Airways