

# Commercial Policy

BA8201/02/03/04 BLL-DUS service from 13 May 2024

Update 01 May 2024, 15.30 AM

British Airways franchise partner SUN-AIR has announced withdrawal of service between Billund (BLL) and Dusseldorf (DUS) from Monday, 13 May 2024 and onwards due lack of capacity.

**Customers affected by the closure are covered by below Customer Guidelines.**

Route affected	BLL-DUS-BLL, BA8201/02/03/04
Airports Affected	BLL and DUS
Tickets issued by	Up to and including 29 April 2024
Rebooking Allowance	<ul style="list-style-type: none"> <li>Customers can rebook +/- 14 days in lowest available in cabin on British Airways operated services between Billund and Dusseldorf via London.</li> <li>Customers can get a refund for their entire itinerary.</li> </ul>
Origin/Destination/Stopover Changes	No
Refunds Allowed	Yes
Redemptions included	Yes
Available for Trade	Yes
Important Information	<ul style="list-style-type: none"> <li>This policy is in reaction to closure of the service between Billund and Dusseldorf.</li> <li>One ticket change allowed from the above options.</li> <li>All BA operated sectors in a booking can be changed if at least one of the BA operated sectors is eligible above. Other sectors in the booking must be rebooked in the same class or lowest available in the same cabin as originally booked.</li> <li>Any changes to non-BA operated sectors will need to be requoted and any possible fare difference charged to the customer.</li> <li>It is essential that clear remarks are added to the PNR to reflect the conversation with the customer and the option that has been accepted.</li> <li>If rebooking, please ensure any associated SSR's are added back to the PNR.</li> <li>Please add OS BA BLLDUS CLOSURE to any serviced booking, for tracking purposes.</li> <li>Any additional expenses incurred are the responsibility of the customer.</li> <li>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time.</li> </ul>