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surcharge and a fuel surcharge per sector levied by the carrier.

Please note that air travel is not subject to VAT therefore we do not issue VAT receipts.

Where applicable, if you wish to change the date or time of your flight, or cancel your booking, the cost of doing so will generally be lower on ba.com than over the telephone or at a ticket desk. Service charges are subject to change. For further details and a list of the current charges, please visit:

Attribute of the current charges, please visit:

http://ba.com/servicefees

Yours sincerely,

British Airways Customer Services

How to contact us

This is an automated email, and we are unable to respond to replies. To ask a question online, or send us an email (in some countries), please visit:

> Your questions

If you require further assistance you may contact us on: 0844 493 0787

If you have received this email in error

This is a confidential email intended only for the British Airways customer appearing as the addressee. If you are not the intended recipient please delete this email and inform the sender as soon as possible. Please note that any copying, distribution or other action taken or omitted to be taken in reliance upon it is prohibited and may be unlawful.

Passenger notices

Dangerous articles in baggage
For safety reasons, dangerous articles such as those listed below, must not be carried in passengers checked or hand/cabin baggage:

or other articles or substances which present a danger during air transport

> More information on dangerous articles in baggage is available here

Notice

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention or the Montreal Convention may be applicable and these Conventions govern and may limit the liability of carriers for death or bodily injury and in respect of loss of or damage to baggage. Many air carriers have waived the Warsaw Convention limits for death or bodily injury. Further information may be obtained from the carrier. For further information see the Notice of Liability Limitations.

Conditions of Carriage

It is important that you read this section carefully as it contains important information about the terms on which carriage and other services are provided to you.

Carriage and other services provided by the carrier are subject to Conditions of Carriage and the Conditions of Contract, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.

Copies of the Conditions of Contract and the British Airways General Conditions of Carriage are available on request or can be obtained at the airport or online here:

- > Conditions of Contract
- > British Airways General Conditions of Carriage

Notice of liability limitations

The Montreal Convention or the Warsaw Convention system may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay. For more information, please visit:

> Liability limitations

Passenger service charge and security and/or insurance and fuel surcharge