

## Glasgow-Manchester and East Midlands-Cologne Cancellation: re-accommodation procedures

Due to commercial reasons, bmi services from Glasgow to Manchester and East Midlands to Cologne are being suspended. This is effective for flights on or after 21 September 2009.

Our immediate priority is to re-accommodate passengers booked on these services with the minimum of disruption. The following re-accommodation policy has been set up to cover all passengers that have been issued tickets on or before **08 September 2009**. All passengers that have not been ticketed by this deadline will have to make alternative arrangements.

### **MANCHESTER-GLASGOW RE-ACCOMMODATION**

#### Option One - MAN-EDI / EDI-MAN

BD (236) paper - All E-tickets and Paper tickets must be re-issued with the new itinerary.  
For bookings made on other carrier paper please contact the appropriate airline.

All new bookings need to be made in a like for like class. e.g If the original GLAMAN booking was in W class then the new journey EDIMAN needs to be booked in W class

#### Option Two - LBA-GLA / GLA-LBA

All new bookings need to be made using the following class mapping table e.g. If the original booking on GLAMAN was in T class then the new booking GLALBA needs to be made in W class.

GLAMAN	C	D	J	Y	B,K,M	H,Q	V,G,W	E,T
GLALBA	C	D	J	Y	K	M	V	W

**Please note:** All BD/236 tickets must be re-issued prior to travel. Once the rebooking is made an SSR or OSI must be entered into the PNR with details of ticket numbers to avoid cancellation of the PNR by the other carrier.

#### Option three – Refund

If the above options are not suitable, passengers can be offered a full refund.

### **EAST MIDLANDS – COLOGNE RE-ACCOMMODATION**

All new bookings need to be made using the following class mapping tables e.g. If the original booking on EMACGN was in G class then the new booking LHRCGN needs to be made in L class.

#### Option One – LHR-CGN / CGN- LHR

Original BD Class	C	D	J	Y	S	B	K	M	H	Q	V	G	W	T	N
LH CLASS	C	D	Z	Y	G	B	K	M	H	Q	V	L	W	T	E

#### Option Two - BHX-MUC-CGN / CGN-MUC-BHX

Original BD Class	C	D	J	Y	S	B	K	M	H	Q	V	G	W	T	N
LH CLASS	C	D	Z	Y	G	B	K	M	H	Q	V	L	W	T	E

**Please note:** All BD/236 tickets must be re-issued prior to travel. Once the rebooking is made an SSR or OSI must be entered into the PNR with details of ticket numbers to avoid cancellation of the PNR by the other carrier. In addition the following information must be included in the PNR in an SSR / OSI:

Invol reroute due to BD EMA / CGN discontinued service  
Per BD / LH re-accommodation agreement  
Pax home / agency telephone number

#### Option three – Refund

If the above options are not suitable, passengers can be offered a full refund.

**For further information log on to [flybmi.com/trade](http://flybmi.com/trade) or contact the travel trade helpline on 0870 606 1000 (UK) or 01 407 3036 (Ireland).**

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