

10 December 2009

London Heathrow–Tel Aviv, Amsterdam, Kiev and Aleppo cancellation: re-accommodation procedures

Following last week's announcement regarding the termination of bmi services between London Heathrow and Tel Aviv, Amsterdam, Kiev and Aleppo, please find below re-accommodation options.

Our immediate priority is to re-accommodate passengers booked on these services with the minimum of disruption. The following re-accommodation policy (applicable to BD/236 ticket stock) has been set up to cover all passengers that have been issued tickets (BD/236) on or before **01 December 2009**. All passengers that have not already been ticketed will have to make alternative arrangements.

Re-accommodation options for London Heathrow (LHR) – Tel Aviv (TLV) Applies to flights booked for travel on/after 10 January 2010 (ex TLV 11 January 2010)

Option 1: Lufthansa

All new bookings need to be made using the following class mapping tables e.g. If the original booking on LHRTLW was in W class then the rebooking on LHR – FRA – TLV service (both sectors) must be made in W class:

| | | | | | | | | | | | | | | |
|-------------------------|---|---|---------|---|---|---|---|---|---|---|---|---|---|---------|
| Original BD Class (TLV) | C | D | J,A,P,I | Y | O | S | B | K | M | H | Q | V | W | G,N,E,T |
| LH Class | C | D | Z | Y | B | B | B | M | M | H | Q | V | W | S |

For journeys between TLV and the following list of points Lufthansa operated services can also be used for a 1-stop connection :

MAN, BHX, ORD, DUB, LAX, IAD, GRU, JFK, EWR, OSL, BOS, EDI, MIA, CPH, AMS, DEN, PHL, IAH, ARN, BRU, GOT, CPT

i.e LAX BD LHR BD TLV can be rebooked LAX LH FRA LH TLV

Option 2: Austrian Airlines

All new bookings need to be made using the following class mapping tables e.g. If the original booking on LHRTLW was in W class then the rebooking on LHR – VIE – TLV service (both sectors) must be made in W class:

| | | | | | | | | | | | | | |
|------------------------|---|---|---------|---|---|---|---|---|---|---|---|---|-----------|
| Original BD Class(TLV) | C | D | J,A,P,I | Y | O | S | B | K | M | H | Q | V | W,G,N,E,T |
| OS Class | C | D | J | Y | S | S | B | B | M | H | Q | V | W |

For journeys between TLV and the following list of points Austrian Airlines operated services can also be used for a 1-stop connection :

IAD, JFK, OSL, AMS, ARN, BRU, GOT, CPT

i.e AMS BD LHR BD TLV can be rebooked AMS OS VIE OS TLV

Option 3: Swiss International Airlines via Zurich (ZRH)

Rebook on LX services between LHR and TLV via ZRH in LX T or L class. Note the following flight dates are excluded:

12 – 14 February 2010; 20 – 21 February 2010

Option 4 : British Airways

Rebook on BA LHR - TLV- LHR services :

BD economy class : BA V class

BD premium economy class : BA E class

BD business class : BA R class

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Option 5 : EI AI

For journeys originating Israel : book BD economy class in LY L or T class
 book BD business class in LY W class

For all other originating points : book BD economy class in LY O,L or T class
 book BD business class in LY W class

Re-accommodation options for London Heathrow (LHR) – Amsterdam (AMS)

Applies to flights booked for travel on/after 28th March 2010

Option 1: British Airways

Rebook on BA services between LHR or LGW and AMS in N class

Option 2: KLM

Rebook on KL services between LHR and AMS in N class

Re-accommodation options for London Heathrow (LHR) – Kiev (KBP)

Applies to flights booked for travel on/after 11th January 2010

Option 1: Lufthansa

All new bookings need to be made using the following class mapping tables e.g. If the original booking on LHRKBP was in W class then the rebooking on LHR – FRA – KBP service (both sectors) must be made in W class:

| | | | | | | | | | | | | | | |
|-------------------------|---|---|---------|---|---|---|---|---|---|---|---|---|---|---------|
| Original BD Class (KBP) | C | D | J,A,P,I | Y | O | S | B | K | M | H | Q | V | W | G,N,E,T |
| LH Class | C | D | Z | Y | G | G | B | K | M | H | Q | V | W | S |

For journeys between KBP and the following list of points Lufthansa operated services can also be used for a 1-stop connection :

DUB, BHX, MAN, EDI, BRU, GLA, JFK, EWR, ORD

i.e DUB BD LHR BD KBP can be rebooked DUB LH FRA LH KBP

Option 2: Austrian Airlines

All new bookings need to be made using the following class mapping tables e.g. If the original booking on LHRKBP was in W class then the rebooking on LHR – VIE – KBP service (both sectors) must be made in W class:

| | | | | | | | | | | | | | |
|------------------------|---|---|---------|---|---|---|---|---|---|---|---|---|-----------|
| Original BD Class(KBP) | C | D | J,A,P,I | Y | O | S | B | K | M | H | Q | V | W,G,N,E,T |
| OS Class | C | D | J | Y | S | S | B | B | M | H | Q | V | W |

Option 3 Ukraine International Airlines

Rebook on PS services between LGW and KBP in M class

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Re-accommodation options for London Heathrow (LHR) – Aleppo (ALP)

Applies to flights booked for travel on/after 11 January 2010

Option 1 : bmi DAM/LHR service

Transfer to bmi LHR DAM service (rebook in lowest class by cabin)

Option 2 : Royal Jordanian ALP/AMM service and bmi AMM/LHR service – MIS-CONNECTS

Rebook onto RJ services between ALP and AMM in the following classes :-

Business Cabin : RJ D class

Economy Cabin : RJ S class

For BD AMM/LHR service rebooking should be made in lowest available BD booking class by cabin.

Option 3 :- Syrian Arab ALP/DAM service and bmi DAM/LHR service

Rebook onto RB services between ALP and DAM in the following classes :-

Economy Cabin : RB Y class

For BD DAM/LHR service rebooking should be made in lowest available BD booking class by cabin

Re-accommodation options for London Heathrow (LHR) – Brussels (BRU)

Details will follow as soon as finalized.

Ticketing instructions

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 XXX / XXX discontinued service

Per BD / XX re-accommodation agreement

Pax home / agency telephone number

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

For further information please contact the travel agent desk at 1.888.926.4776

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