

Huw Merriman MP
Chair of the Transport Committee
House of Commons
London
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United Kingdom

13 May 2020

Dear Huw,

Thank you again for inviting me to attend the Select Committee hearing on Monday. I know you expressed concern to AUK that you would “all appear to beat up on BA” but I don’t think it came across that way.

The Prime Minister’s decision to quarantine people arriving in the UK, by air, and the Health Secretary’s comments that it was unlikely that ["big, lavish international holidays"](#) were going to be possible this summer, have seriously set back recovery plans for our industry.

I was pleased to see the announcement by the Chancellor that the CJRS is being extended. We commend the Chancellor for his decision and applaud his efforts to breathe some life into a dying economy. His actions will provide some additional relief to our people and our business. However, we must act now to secure the maximum number of jobs possible, consistent with the reality of a structurally changed airline industry in a severely weakened global economy. I want to confirm therefore that we will not pause our consultations or put our plans on hold.

I said I would look at providing some data on passenger refunds and vouchers. I am happy to share the following information with the Committee. British Airways has provided cash refunds on 921,000 tickets involving 2.11 million flights. There are 47,400 bookings outstanding, which are being processed.

In addition to the cash refunds, 346,000 bookings were cancelled by customers in return for a voucher and there are 1,700 bookings where a voucher has been requested but has not yet processed.

I believe this demonstrates the excellent work being done by the team at British Airways to respond to the needs of our customers.

Your sincerely,

Willie Walsh
Chief Executive Officer

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