



Corporate Affairs
Waterside
Europe House
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30th June 2022

Mr Darren Jones MP
Chair
Business Energy and Industrial Strategy Select Committee
House of Commons
London, SW1A 0AA

Dear Mr Jones,

Following our recent Select Committee session, and in response to your clerk's letter, I'm happy to provide further information to help the Committee's understanding of the challenges the entire aviation industry is facing as we all recover from the impacts of the pandemic and try to rebuild our businesses.

I hope I was able to highlight during the session how very sorry we are at British Airways for the inconvenience, upset and frustration that our customers have experienced as a result of the recent period of disruption, and that this is as a result of a variety of issues faced by the entire aviation eco-system. However, I can assure you that when our customers are let down we take full responsibility for that, and our priority is to ensure we look after them and get them away on the holidays or to where they need to be.

Following the Committee hearing on 14th June, I can now provide the following information:

1. Data about cancellations and how far in advance customers are given notice (as per Q97 in the transcript of the session)
 - From March until the end of October we proactively reduced our schedule by around 11% of planned flights, giving customers as much notice as possible
 - We were able to offer to re-accommodate around 85% of customers within 24 hours of their original flight time
 - Between April and June, 0.4% of all flights scheduled were cancelled on the day
2. How many people book directly with British Airways, ie via Ba.com, or through a third-party ie, a travel agent (Q102)? This is so that the Committee can see whether flights that were mainly booked through travel agents are more likely to be cancelled:
 - When making decisions around which flights to cancel to stabilise our operation we do not take into consideration the channels through which customers have booked



- We look at factors including to what extent we can re-accommodate customers travelling to that destination onto new flights to cause them as little inconvenience as possible
 - For the Committee's information, between May and October, 41% of our ticketed passengers booked to travel with us through indirect channels. Having looked at the flights which were cancelled, we can see that 37% of customers who booked indirectly were affected by the cancellations. This data shows that more customers who booked directly experienced a flight cancellation than those who booked indirectly
3. How many flights were cancelled by British Airways on the day, on 14th June, 13th June and the week leading up to the 14th June (Q111 and Q115)?
- One flight was cancelled on the day on 14th June (92% of passengers were re-accommodated within 24 hours)
 - No flights were cancelled on 13th June
 - 28 flights were cancelled on the day in the week of the 8th to 14th June (half-term) out of 5,083 flights operating in that week. (This is an average of four per day)

Yours sincerely,

LISA TREMBLE
Chief Corporate Affairs and Sustainability Officer

