

Airline Refund Proposal for The Corporate Travel Market During Coronavirus Crisis

The BTA understands the pressure on airlines' finances and futures as a result of the Coronavirus crisis, and their need for preserving cash and ultimately survival of their businesses. However, there is a whole supply chain that is impacted by this crisis and no one entity deserves to take precedence over another within the chain. Airlines should not be disregarding the needs of corporate customers who have consistently delivered high-yielding revenue, and now also need help to protect their businesses so they're able to start travelling again. The TMCs shouldn't be forgotten either – they are the vital intermediaries that will light the spark that will ignite the corporate travel engine and start revenues flowing back to the airlines once this crisis is over.

In times such as this, we urge airlines to balance their own commercial needs with those of their partners along the supply chain and, most importantly, to respect our mutual corporate customers who will be the source of much-needed revenue in future. Those airlines that shine now and take this balanced approach will deserve the support of the corporate travelling community in the months to come. It is time for airlines to be collaborative, transparent and open minded then, working in partnership, we can together find a way through this current crisis.

The BTA, on behalf of its members, is ready to help and work with all parties to help resolve this.

Our refund solution for IATA airlines is outlined below.

- All airlines to universally adopt the same refund policy
- For BTA members, airlines will offer the corporate client two refund solutions: 1) cash refund 2) vouchers
- BTA members will ask their corporate customers to consider vouchers first and foremost on behalf of our airline partners to help them through the current situation
- Corporate customers to be given the choice of the vouchers issued in either the traveller's name or their name as a business
- Vouchers to be valid for one year from date of issue
- Flights taken later in the year must be charged at the same rate of the voucher if on the same route and class. If new route to be flown, voucher can be used as full credit towards alternative route, with any residue to be added to a new voucher
- All vouchers need to be fully transferable within the corporate company from one traveller to another
- If vouchers are unused after one year, they will be refunded at full value
- All vouchers must be indemnified for the possibility of airline failure by IATA, the Government or the airline's own 'airline failure insurance'
- If the corporate customer requests a refund, this must be granted.
- Refunds should be processed via GDS for BTA members
- Those who are unable to process via GDS and require the use of BSP Link must deliver the refund within 30 days