BRITISH AIRWAYS

Customer experience

October 2026


BRITISH AIRWAYS

A380 transformation: a new era across every cabin



First

- 60″ privacy wall (12 cabins)
- 79″ fully flat-bed
- 32″ 4K entertainment screen
- Refreshed dining experience and First Service Specialist



Club World

- Entire upper deck dedicated to Club Suite (106 suites)
- Greater storage and improved functionality



World Traveller Plus

- New seats with privacy wings (84 seats)
- Larger inflight entertainment screens
- Enhanced bedding, pillows and reusable amenity kit



World Traveller

- New, wider seats and larger inflight entertainment screens (215 seats)
- Upgraded pillows and plusher blankets

Cabin configuration and aircraft deployment are subject to operational changes.

BRITISH AIRWAYS

Lounge investment: elevating the journey on the ground



Terminal 5 C Gates

- Due to open at the end of 2028
- Dedicated spaces for dining, relaxation, work and pre-flight showers
- 17-metre bar



Heathrow Arrivals

- Coffee bar, deli, larger dining areas, work booths and 59 shower rooms
- Club World access and dedicated Concorde Arrivals experience for eligible First customers



First check-in at T3

- Opening this winter
- American Airlines and British Airways dedicated First check-in experience
- Available to First customers, British Airways Club Gold members*



Global lounge network

- Recent lounge openings and refurbishments in Miami, Dubai, Glasgow, Seattle and Washington
- Boston and Newark underway; Geneva and San Francisco due next year

Design, facilities, eligibility and opening date are subject to change. *As well as equivalent American Airlines members.

BRITISH AIRWAYS



Travel in comfort

Fly Club Suite from Los Angeles to London

Club Suite (business) cabin is guaranteed on flights from Los Angeles to London Heathrow from 25 October 2026 to 27 March 2027.

Settle into your own stylish Club Suite with a door for enhanced privacy, stretch out in a 79" fully flat bed, enjoy direct aisle access, exceptional dining and a 17" high-resolution screen with the latest films and music.

Flight	Route	Period	Departure	Arrival	Frequency
BA 0282	LAX-LHR	25 OCT 2026 27 MAR 2027	15:30	10:00[+1]	Daily
BA 0283	LHR-LAX	25 OCT 2026 27 MAR 2027	10:05	13:25	Daily
BA 0280	LAX-LHR	25 OCT 2026 27 MAR 2027	18:00	12:30[+1]	Daily
BA 0281	LHR-LAX	25 OCT 2026 27 MAR 2027	12:30	15:50	Daily
BA 0268	LAX-LHR	25 OCT 2026 27 MAR 2027	20:40	15:15[+1]	Daily
BA 0269	LHR-LAX	25 OCT 2026 27 MAR 2027	15:10	18:35	Daily

Flights operated by our fleet of Boeing 777-300 aircraft. Please note, aircraft and timings are subject to operational changes.

BRITISH AIRWAYS

A new era of our A380

We’re making significant investments on the ground and in the air



More frequency. More flexibility across the US

British Airways is increasing frequencies from London Heathrow to several key US destinations next summer, providing customers with greater choice and flexibility.

Increased frequencies include:

- Las Vegas (13 weekly)
- San Diego (14 weekly)
- Austin (14 weekly)
- New York JFK (exclusively from London Heathrow, up to 9 daily)
- Miami (double daily reintroduced)
- Dallas (daily service reintroduced)
- San Francisco (triple daily service)

Cincinnati and St. Louis step up to daily

The expanded schedule also includes additional service to Cincinnati and St. Louis.

- Cincinnati will operate daily between 22 April and 24 June and again from 9 September to 28 October.
- St. Louis will offer daily flights between 19 April and 28 June and again from 6 September to 30 October, alongside five weekly services for the remainder of the summer season.

Please note, frequencies and schedule are subject to operational changes.

BRITISH AIRWAYS



A new era for the British Airways A380

Our A380s are being transformed from nose to tail, with new seats in every cabin, upgraded inflight entertainment and redesigned interiors.

The first retrofitted aircraft is expected to enter service in the coming months.

35,000+ individual parts installed on each aircraft.

Aircraft entry into service and onboard features are subject to operational requirements and may change.

BRITISH AIRWAYS



First, reimagined

Inspired by the comfort of a modern luxury hotel, the new First suite combines enhanced privacy, elegant British design and thoughtful features.

Customers travelling together in the centre suites can open the divider to create a shared space and enjoy buddy dining.

The new First suite will initially be available on retrofitted A380 aircraft. Aircraft deployment is subject to operational changes.

BRITISH AIRWAYS



First amenity kit

Created with British luxury house Swaine, the new First amenity kit takes inspiration from the heritage suitcases carried by early air travellers.

Available in royal blue and cream, each kit includes a curated collection of Wildsmith skincare products designed to support hydration and comfort during travel.

Available on outbound long-haul flights from London Heathrow from 6 October. Introduction on inbound services will follow over the coming months.

BRITISH AIRWAYS



First sleep experience

The enhanced First sleep experience includes a luxury mattress, lightweight cotton duvet and newly designed pillow.

New sleepwear, slippers and a woven day blanket featuring a pattern inspired by British Airways' registered tartan complete the experience.

First sleepwear and bedding are available on outbound long-haul flights from London Heathrow from 1 October. Availability may vary by service.

BRITISH AIRWAYS



First dining and service

The refreshed First dining experience gives customers greater choice, including a new ‘From the Grill’ concept with a selection of premium proteins, sides and sauces.

Contemporary tableware, curated beverages and thoughtful serving details bring a refined, restaurant-inspired feel to every course.

British Airways’ updated First Service Specialist training supports a more personalised approach to hospitality.

Specially trained cabin crew will respond to individual preferences while delivering the warm, intuitive and attentive service that defines First.

Available across British Airways’ long-haul First cabins from 1 October. Menu items and beverages vary by route and availability.

The updated training programme is being rolled out to First-trained cabin crew.

BRITISH AIRWAYS



Our largest Club World cabin yet

The retrofitted A380 will feature 106 Club Suite seats across the entire upper deck, creating the world's largest business class cabin.

The refreshed suite offers greater storage, improved functionality and a contemporary design inspired by British Airways' signature colours.

Cabin configuration and aircraft deployment are subject to operational changes.

BRITISH AIRWAYS



More comfort in World Traveller Plus

The new World Traveller Plus experience introduces brand-new seats with privacy wings and larger inflight entertainment screens.

Enhanced bedding, pillows and a reusable amenity kit are designed to help customers enjoy a more comfortable and relaxing journey.

The new World Traveller Plus amenity kit and bedding will be introduced across the long-haul fleet in phases throughout November.

BRITISH AIRWAYS



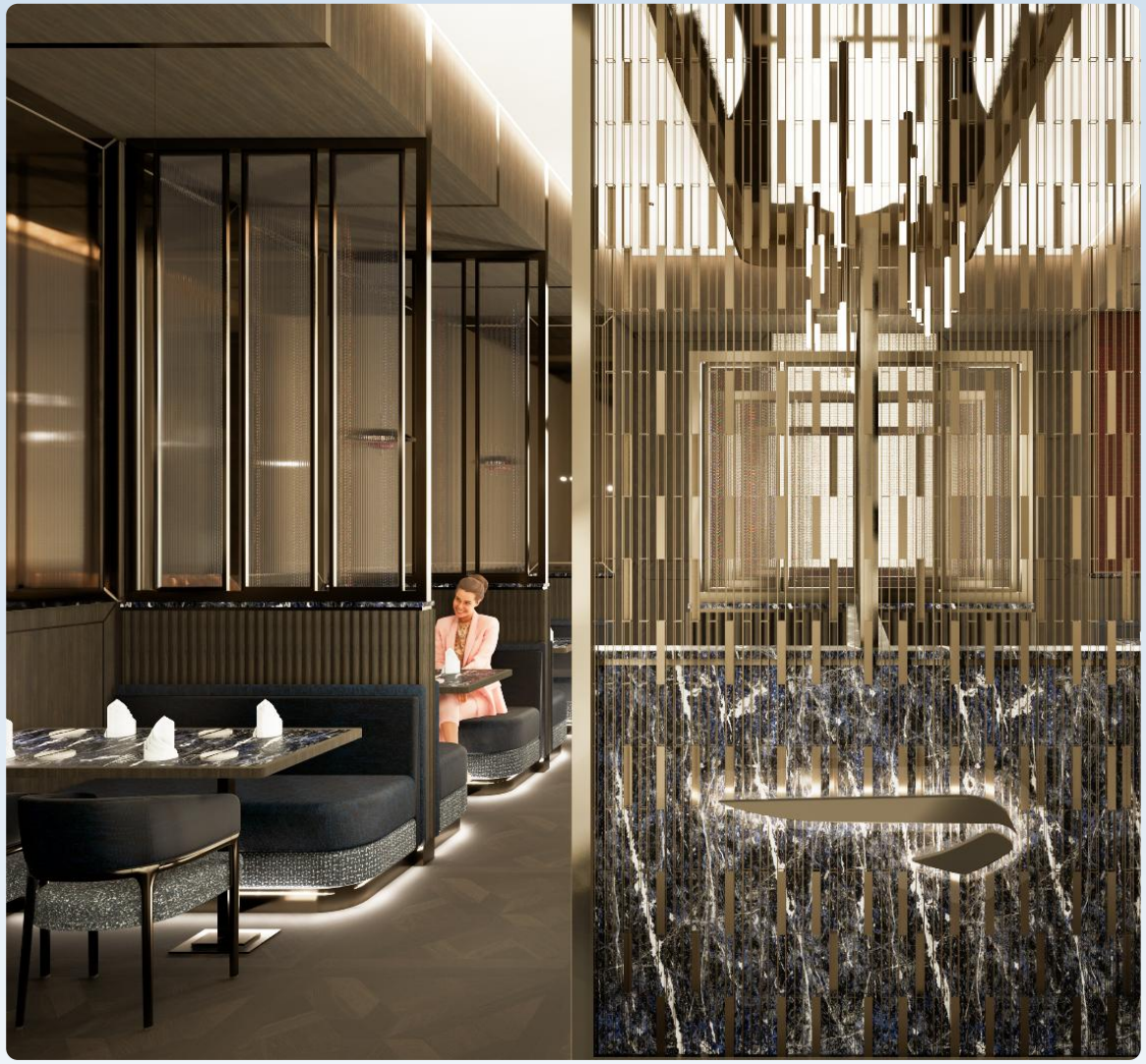
A refreshed World Traveller experience

Customers can look forward to brand-new seats, wider seating and larger inflight entertainment screens.

Upgraded pillows and plusher blankets will offer added comfort and support throughout the journey.

New World Traveller bedding will be introduced across the long-haul fleet in phases throughout November.

BRITISH AIRWAYS



Transforming the Heathrow lounge experience

British Airways has announced the first phase of a wider programme that will see every lounge in its Heathrow portfolio redesigned over the coming years.

The plans include a new Terminal 5 C Gates lounge, a reimagined Arrivals Lounge and a new First check-in experience at Terminal 3.

Designs, facilities and opening dates remain subject to planning, operational and implementation requirements.

BRITISH AIRWAYS



A new flagship lounge at Terminal 5

Due to open at the end of 2028, the new Terminal 5 C Gates lounge will bring together British design, craftsmanship and hospitality.

Customers can look forward to airfield views and dedicated spaces for dining, relaxation, work and pre-flight showers, alongside a striking 17-metre bar.

Customers travelling in business class, as well as Silver members of The British Airways Club and above, will have access to the new Terminal 5C lounge.

Scheduled to open at the end of 2028. Design, facilities, eligibility and opening date are subject to change.

BRITISH AIRWAYS



An exclusive new Concorde lounge

A dedicated Concorde Lounge within the new Terminal 5 C Gates space will offer enhanced privacy, elevated dining and private concierge service.

The lounge will provide an exclusive environment for eligible First customers ahead of long-haul flights departing from C Gates.

The dedicated Concorde Lounge will be available to eligible customers travelling in First. Eligibility and facilities are subject to change.

BRITISH AIRWAYS



A reimagined arrival experience

The redesigned Heathrow Arrivals Lounge will help premium customers relax, refresh and prepare for the day after a long-haul flight.

Planned features include a coffee bar and deli, larger dining areas, quiet zones, work booths and 59 shower rooms, including premium shower suites.

Thoughtful layouts and carefully curated interiors will provide a comfortable space to refresh following a long-haul journey.

Customers travelling in Club World will be able to access this newly redeveloped Arrivals lounge, while eligible First customers will benefit from a dedicated Concorde Arrivals experience with private cabanas, elegant dining areas and greater privacy.

Refurbishment is scheduled to begin in early 2027, with opening planned by the end of 2027. Timings and facilities are subject to change.

BRITISH AIRWAYS



A premium welcome at Terminal 3

British Airways and American Airlines are introducing a dedicated First check-in experience at Heathrow Terminal 3.

Opening this winter, the new space will offer eligible customers a relaxing and distinctive start to their journey.

This new British Airways and American Airlines check-in experience at Terminal 3 will be available to customers travelling in First, British Airways Club Gold members and above, as well as equivalent American Airlines members.

Scheduled to open in winter 2026. Available to eligible British Airways and American Airlines customers. Opening date and eligibility are subject to change.

BRITISH AIRWAYS



Investing across our global lounge network

The Heathrow transformation builds on recent lounge openings and refurbishments in Miami, Dubai, Glasgow, Seattle and Washington.

Projects are also underway in Boston and Newark, with Geneva and San Francisco due to follow next year.

Planned lounge projects and opening timelines are subject to operational and implementation requirements.

BRITISH AIRWAYS

Short-haul cabins

Euro Traveller, Club Europe



Euro Traveller

- Our short-haul economy class cabin
- High Life Café menu available to buy before you fly
- Water and a snack – plus a light bite, snacks and bar service on selected longer flights
- Complimentary refreshments comprising a bottle of water and a snack for all passengers
- Pre-order duty free from our High Life Shop
- Contoured leather seats and access to in-seat power on most aircraft*
- High-speed Wi-Fi on most aircraft, with free messaging on your personal device for The British Airways Club members

*Some of the features and cabin elements may vary according to the time , flight duration and the type of aircraft in use.

BRITISH AIRWAYS



Club Europe

- Our short-haul business class cabin
- Access to comfortable departures lounges*
- Dedicated check-in desks, where available
- Priority boarding
- More personal space on board to work or relax
- Complimentary food and drinks
- Two checked baggage included (32kg)
- High-speed Wi-Fi on most aircraft, with free messaging on your personal device for The British Airways Club members

*Where lounges are available.

BRITISH AIRWAYS

Long-haul cabins

World Traveller, World Traveller Plus, Club World, First



World Traveller

- Our long-haul economy class cabin
- A range of fares with no hidden charges
- Basic fares available which include cabin and handbag only – ideal for travelling light
- All-inclusive fares for when checked baggage and seat selection is important
- Stylish interior cabin
- Delicious meals, snacks and full bar service
- Personal flat screen with headphones
- High-speed Wi-Fi on most aircraft, with free messaging on your personal device for The British Airways Club members

BRITISH AIRWAYS



World Traveller Plus

- Our long-haul premium economy class cabin
- Smaller cabins with wider seats and more legroom
- Two delicious meals and complimentary bar service
- Personal flat screen entertainment system with noise-cancelling headphones
- Stylish amenity kit made from recycled plastic bottles
- Two checked baggage included (23kg)
- Priority boarding
- High-speed Wi-Fi on most aircraft, with free messaging on your personal device for The British Airways Club members

BRITISH AIRWAYS



Club World

- Our long-haul business class cabin
- A spacious seat, which converts into a 6ft fully flat bed
- Delicious food and drink options using fresh, local ingredients
- Luxury bedding and amenity kit
- 12" flat screen and noise-cancelling headphones
- Access to private lounges*
- Dedicated check-in desks and priority boarding
- Two checked baggage included (32kg)
- High-speed Wi-Fi on most aircraft, with free messaging on your personal device for The British Airways Club members

*Where lounges are available.

BRITISH AIRWAYS



Club Suite

- Available on selected flights
- 40% more personal storage
- 6ft 6in fully flat bed seat
- Direct aisle access from every seat
- A suite door for enhanced privacy
- A vanity unit and mirror
- 17" personal entertainment screens

BRITISH AIRWAYS



Club Suite

We are continuing with the roll out of our newest business class seat, the award-winning Club Suite. New aircraft entering the fleet are fitted with the product and a retrofitting plan is already well underway.

- A350 –18 aircraft, 777 –47 aircraft, 787 –31 aircraft have Club Suite
- Ninety-six widebody aircraft (81% of our long-haul fleet at London Heathrow) are configured with the incredible Club Suite business class product
- The following London Heathrow routes are scheduled to operate with the Club Suite in Winter 2026*: Abuja, Accra, Atlanta, Austin, Bahamas, Baltimore, Barbados, Bermuda, Boston, Buenos Aires, Cayman Islands, Chennai, Chicago, Cincinnati, Dallas, Denver, Doha, Hong Kong, Hyderabad, Lagos, Las Vegas, Los Angeles, Male, Montreal, Nairobi, Nashville, New Orleans, New York, Newark, Pittsburgh, Portland, Rio De Janeiro, Riyadh, San Diego, San Jose, Sao Paulo, Seattle, Tampa, Turks and Caicos Islands, Vancouver and Washington

*Subject to operational changes.

BRITISH AIRWAYS



First

- Own private spacious suite, 6ft 6in fully flat bed
- Personal 15" screen, noise-cancelling headphones and free-Wi-Fi*
- Temperley London loungewear, amenity bag and slippers
- Seven-piece luxury skin and body care collection from Elemis
- Delicious, indulgent fine dining
- Up to three checked baggage included (32kg)
- The First Wing available in London Heathrow T5 and access to luxurious lounges
- Dedicated check-in desks at most airports, including Priority boarding and Fast Track security at London Heathrow, London Gatwick and New York JFK

*Terms and conditions apply.

BRITISH AIRWAYS



First

Step into your private and spacious suite. Relax and unwind in style with the finest loungewear by Temperley London. Your amenity kit and plush slippers add an extra touch of luxury.

We offer fine dining with personalised service tailored to your preferences.

We also have the enhanced First Suite on sixteen of our 777-300s, complete with a privacy door.

Experience British Airways First on select long-haul flights in Winter 2026 between London Heathrow and Abuja, Atlanta, Barbados, Bermuda, Boston, Cape Town, Chicago, Doha, Dubai, Houston, Johannesburg, Kuala Lumpur, Lagos, Los Angeles, Malé, Mexico City, Miami, Nairobi, Newark, New York, Riyadh, San Diego, San Francisco, Santiago de Chile, Seattle, Shanghai, Singapore, Tampa, Tokyo Haneda and Washington*.

*Subject to operational changes.

BRITISH AIRWAYS



First class now available to Nairobi

British Airways is introducing First on selected flights between London Heathrow and Nairobi from 1 September 2026 until 27 March 2027. This limited-time enhancement gives your customers the opportunity to experience our most premium cabin when travelling to Kenya.

A compelling upgrade for premium travellers

- Exclusive airport experience
- Elegant private suite
- Premium dining and personalised service
- Increased comfort throughout the journey

Help your customers discover Nairobi with the luxury and sophistication of British Airways First.

Available on selected flights from 1 September 2026 to 27 March 2027. Flights, aircraft type and onboard products may vary due to operational requirements.

BRITISH AIRWAYS



British Airways unveils its brand-new First

With our new First you'll see enhanced comfort, privacy and luxury, blending elegant design features and expert British craftsmanship to deliver an extraordinary travel experience. The new cabin forms part of our A380 retrofit plans, expected to take to the skies by the end of 2026.

Stretch out in style with a bed length of 79-inches. Seats will feature a 32" 4k screen for In Flight Entertainment, featuring Bluetooth connection for wireless headphones. A 10" tablet controls the seat, bed, lighting and headrest to find your perfect level of comfort. The seats feature 60" high walls to provide increased privacy. The central cabin divider can slide open to create a shared lounge space. Customers can enjoy 'buddy' dining in the seat with their travel companion. Open space with no need for overhead baggage lockers.

This is premium flying, redefined.

BRITISH AIRWAYS

Catering enhancements



First

In First, customers can create their own dining experience with our a la carte 'Dine Anytime' menu featuring signature dishes made with quality British ingredients, delivered with impeccable service.
From October to December we will be serving our Bordeaux wine Château Rauzan-Ségla, 2ème Cru Classé Margaux 2017, dessert wine Château Climens, Barsac Premier Grand Cru Classé 2005, English Sparkling wines Nyetimber 1086 Prestige Cuvée 2014 White, Hattingley Valley Blanc de Noirs 2021, and two exceptional Champagnes from Bollinger.*

- 3 choices of main course, including a signature 'Best of British' dish
- 3 choices of starters including a hot soup
- Choice of hot and cold drinks, wines and spirits
- Cheese selection
- Afternoon tea
- Hot/cold towels

*Served on all routes excl. JFK.

BRITISH AIRWAYS



Club World

Our Club World premium brasserie-style dining experience is a personalised and thoughtful service designed to make each customers' journey feel unique and unforgettable. Customers can enjoy delicious menus, including the Gusbourne, Airbourne Reserve 2021, Kent, English Sparkling wine.

- 3 choices of main course, including a signature 'Best of British' dish
- 3 choices of starters including hot soups and warm desserts
- Choice of hot and cold drinks, wines and spirits
- Express service – one tray service on evening flights
- Cheese selection and afternoon tea
- Hot/cold towels

BRITISH AIRWAYS



Club Europe

In Club Europe, we serve a delicious selection of breakfast*, lunch, afternoon tea*, and dinner, all crafted with seasonal ingredients that celebrate originality and British provenance. Alongside your meal, we offer a range of hot, cold, and alcoholic drinks.

3 choices of main course, including a signature 'Best of British' dish

Cheese selection and afternoon tea*

Choice of hot and cold drinks, wines and spirits

*On our shortest routes (under one hour) we are introducing a Continental Breakfast. On longer flights (lasting between 1 hour 20 minutes and 3 hours), we're introducing Ploughman's Afternoon Tea, to showcase originality and British provenance.

BRITISH AIRWAYS



Destination wine programme

Our Destination Wine programme for October to December showcases two of Europe's most celebrated wine regions: Piedmont in north-west Italy and the Rheingau in central Germany.

Piedmont, served by Turin (TRN), is home to some of Italy's most prestigious wines and culinary traditions. Rheingau is internationally renowned for producing some of the world's finest Rieslings.

FIRST

- White – Robert Weil, Riesling Kiedrich Gräfenberg Grosses Gewächs 2024, Rheingau, Germany
- Red – Ceretto, Barolo 2022, Piedmont, Italy

CLUB WORLD

- White – Hans Wirsching, K Silvaner Iphöfer2025, Franken, Germany
- Red – Braida di Giacomo Bologna, Montebruna Barbera d'Asti 2022, Italy

BRITISH AIRWAYS



World Traveller Plus

In World Traveller Plus, customers can enjoy a delicious meal experience, focusing on using fresh ingredients and championing British produce. During the flight customers can enjoy a selection of hot or cold drinks, wines and spirits at no additional cost.

- 3 choices of main course for first meal service
- Hot meal or snack for second meal service*
- Bar and meal service
- Warm bakery items
- Choice of hot beverages
- Hot/cold towels

*Secondary hot meal service available for longer-range flights, hot refreshment offered on shorter services.

BRITISH AIRWAYS



World Traveller

In our World Traveller cabin, customers can enjoy delicious meals, snacks and bar service. For fuss-free family travel, we serve children's meals first so adults can enjoy their meal at their own pace.

Hot meal or snack for second meal service*

Hot and cold refreshments

Bar and meal service

*Secondary hot meal service available for longer-range flights, hot refreshment offered on shorter services.

BRITISH AIRWAYS



Euro Traveller

In our Euro Traveller cabin, in addition to complimentary refreshments and snacks, such as the new Lyle's Apple Pie Flavour Flapjack on our morning flights and Corn Nibbles and McVitie's Milk Chocolate Digestives on our daytime flights, customers can pre-purchase* from High Life Café.

We offer a hand-picked selection featuring local products and customers can try our additions such as the Peggy & Leon's Funfair Adventure Snack Box including a limited edition mini Dobble card game, perfect for a family-friendly fun in the air.

Complimentary bottle of water and a snack

High Life Café, fresh sandwiches**, new snacks

Bar and meal service

**Limited range also available to purchase on board.
**Fresh products available for sale on our longest Band 4 and 5 flights. These can be pre-ordered on short haul routes.
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BRITISH AIRWAYS

Onboard product enhancements



Onboard product enhancements

British Airways is continuing to invest in its onboard experience by refreshing bedding and amenity kits.

World Traveller, World Traveller Plus

Brand-new bedding and pillows designed to provide greater comfort and support on long-haul flights

World Traveller Plus

New reusable amenity kit, designed as a tote bag for onward travel and featuring a Dr.PAWPAW moisturising balm and travel essentials, including a dental kit, socks and eye mask.

Club World

Latest amenity kits, available in four unique designs created by British artists and stocked with exclusive products from luxury British wellness brand, anatomē.

BRITISH AIRWAYS

Our lounges

Our new lounge at Dubai Airport

We've opened the doors to our brand-new lounge at Dubai International Airport—a stunning sanctuary in the heart of one of the world's busiest travel hubs.

This elegant space joins our growing network of 20 global lounges and 140 partner lounges, and reimagines the airport experience through a bold, global design concept. The lounge offers a refined retreat for passengers travelling in Club World and First.

Step into a world of comfort:

- Enjoy bespoke Concorde Dining, served à la carte
- Refresh with luxurious showers
- Unwind at the full-service bar



BRITISH AIRWAYS

Our newest lounge at Miami Airport

Spanning 13,000 square feet and welcoming over 220 guests, it's now our largest lounge outside London.

Bar with a view - A full-service bar with sweeping runway views, offering the perfect setting to sip a signature cocktail.

Food and drink - A self-serve dining area offering seasonal Miami dishes with a British twist.

Private spaces - Five enclosed pods offer a private sanctuary to work, take calls, or simply unwind in peace.

Concorde Dining - Guests travelling in First can enjoy à la carte dining in the exclusive Concorde Dining area.



BRITISH AIRWAYS

British Airways reopens its Seattle lounge

As part of its £7bn transformation programme, British Airways has opened its doors to its Seattle lounge following an extensive refurbishment, becoming the latest to offer an improved pre-flight customer experience.

The lounge features a new full-service bar, a re-designed food service area, a dedicated First dining service, and zones that make the most of the 180-degree views of the runway and mountains beyond.

British Airways has more exciting updates to come this year, with new lounge openings and lounge refreshes in Boston and Glasgow.



BRITISH AIRWAYS

British Airways reopens its Singapore lounge

British Airways has re-opened its Singapore lounge in December 2024, showcasing an elegant transformation that redefines comfort and style.

The Concorde Dining now features premium fabrics and soft ambient lighting, creating a warm and a welcoming atmosphere for customers.

The Club section showcases bespoke British-made furniture, and this thoughtfully designed space also offers private pods to enhance privacy and productivity.

Designed with connecting travellers in mind, the Recharge area provides the perfect spot to rest and recharge, ensuring that customers leave feeling refreshed and revitalised ahead of their flight.



BRITISH AIRWAYS

A fresh look for our Scottish lounges

We're continuing our investment in Scotland, with newly refurbished lounges in Glasgow and Edinburgh now open.

The upgraded Glasgow lounge features:

- Refreshed furnishings, improved lighting and dedicated seating areas
- Refined food and drink offering showcasing Scottish produce
- New food servery with regional breakfast options from local suppliers
- Expanded drinks selection celebrating Scotland's renowned whisky heritage

In Edinburgh, customers will benefit from updated furniture and refreshed finishes, helping to keep the lounge feeling modern and welcoming.



BRITISH AIRWAYS

Our journey to a Better BA

For our people and for our customers, underpinned by a transformation programme that will see us invest £7bn over the next two years to revolutionise our business.



Our £7bn transformation programme

1,000
Improvement projects delivered



Premium design and personalised touches in First Wing, London Heathrow T5

13 new fuel-effective aircraft added in 2025.
Fleet now:
280+

Record punctuality in Summer 2025 driven by
£100m
tech investment and AI

Bonus tier points for Club members now permanent

Free, lightning-fast Starlink Wi-Fi rolling out from 2026

Expanded WhatsApp and live chat for customer support


New lounges in Miami and Dubai

Exclusive Olympia benefits for Club members

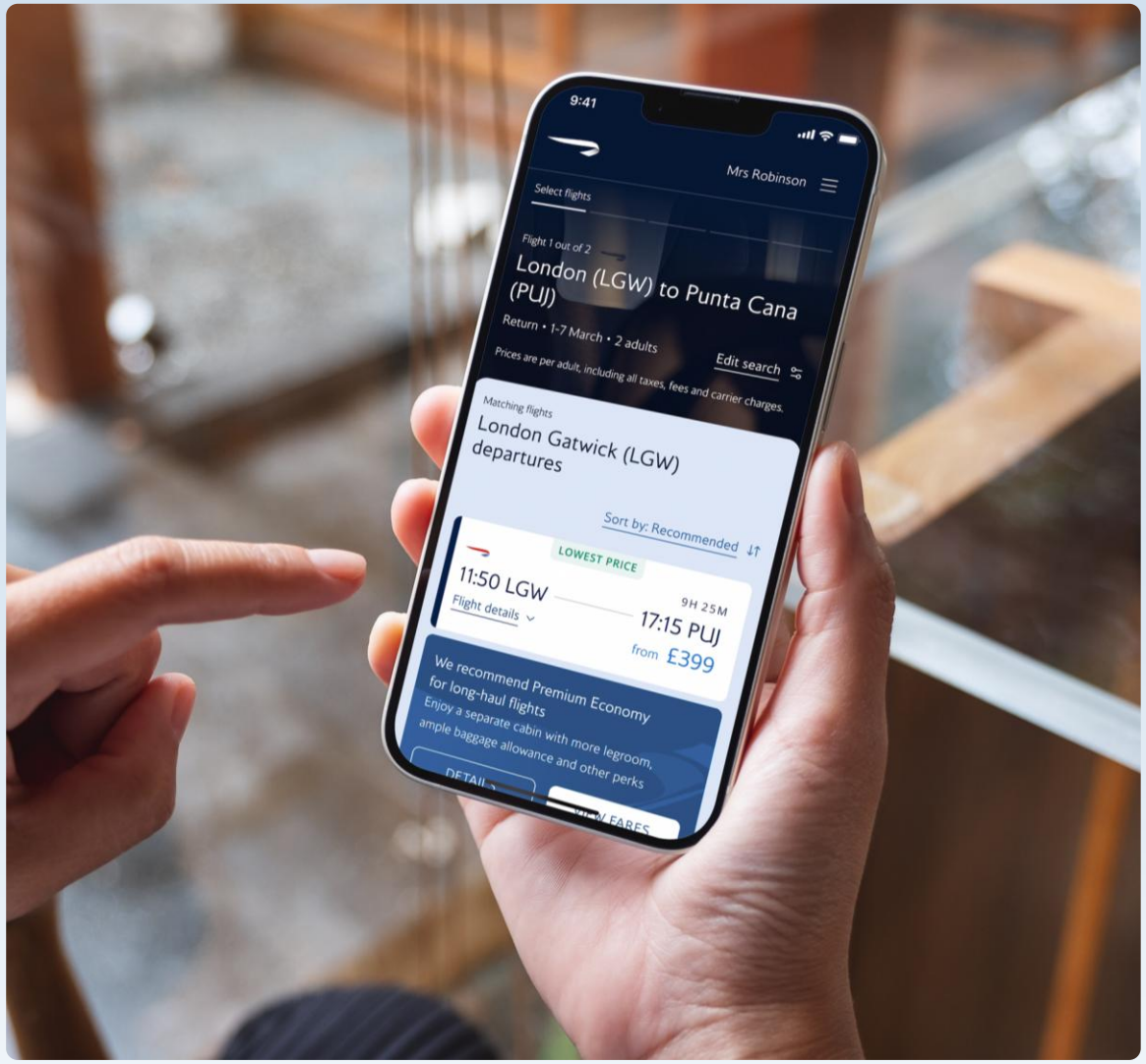


NEW ROUTES

New short-haul routes to Tivat and Guernsey and new long-haul route to St. Louis

App trial with approx.
10,000
customers ahead of full rollout in 2026

BRITISH AIRWAYS



Ba.com and app

British Airways' new ba.com and app are transforming the digital customer experience, making journeys simpler, smarter and more intuitive from booking to boarding. Customers benefit from a faster, more personalised experience, with clearer guidance, real-time updates and enhanced self-service capabilities.

Core journey management is available today, with additional features and online serviceability continuing to expand as both platforms evolve.

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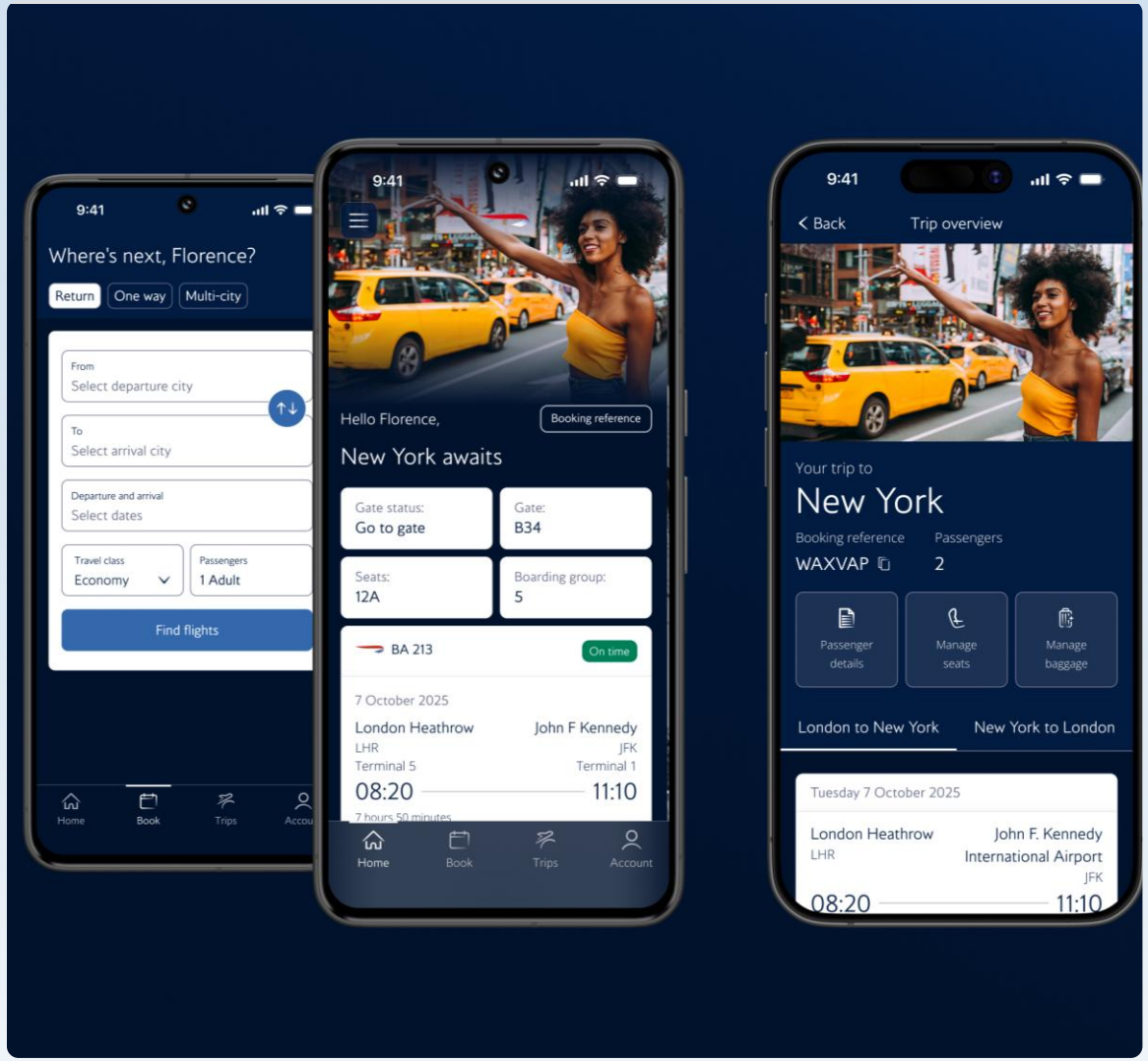
Simple. Smart. Intuitive.

The new British Airways app is rolling out now, making journeys easier from booking to boarding with real-time updates and smarter travel guidance.

Customers can manage key travel extras such as seats, bags and special assistance, while British Airways Club members can also track Avios and tier points, manage their account details, and access member benefits.

More features will continue to be added as the app evolves.

Read more



BRITISH AIRWAYS

British Airways app: your new travel companion

Book flights

- Compare fares using the new calendar view.
- Choose your preferred fare and pay with Apple Pay, saved cards or part-pay with Avios.

Check in with ease

- Check in, scan passport information and select seats.
- Save your boarding pass to Apple Wallet or Google Wallet, ready for departure.

Manage your bookings

View upcoming trips, check travel details, select seats, add bags or make changes whenever you need them.

Manage your account and disruption

- Save passport details for faster booking and check-in.
- Update personal details and preferences.
- View Avios balance, tier progress and vouchers.

If disruption occurs, review options to rebook or request a refund all in once place.

Before the flight

See how busy the lounges are in London Heathrow Terminal 5, find a quieter place to unwind and access airport maps and wayfinding at Heathrow.

The day of travel

- Personalised home screen gives instant access to boarding passes.
- Live activities on your lock screen and notifications support gate changes and important updates in the 24 hours before departure.

The British Airways app helps manage travel plans, make bookings, check in and choose seats anytime, anywhere.

BRITISH AIRWAYS

Wi-Fi enhancements

As part of our £7bn transformation programme, we have partnered with Starlink to provide our customers with the best-in-class, leading-edge Wi-Fi technology on both our long-haul and short-haul fleets.

The rollout has begun and marks a major investment – increasing the quality, strength and resilience of the service offering it to our customers for free, from gate-to-gate, and on multiple devices.

Whether they are looking to lock in last-minute plans, catch up on work, or stream their favourite shows, they'll stay connected from gate to gate – with Wi-Fi that feels like home, even at 38,000 feet.

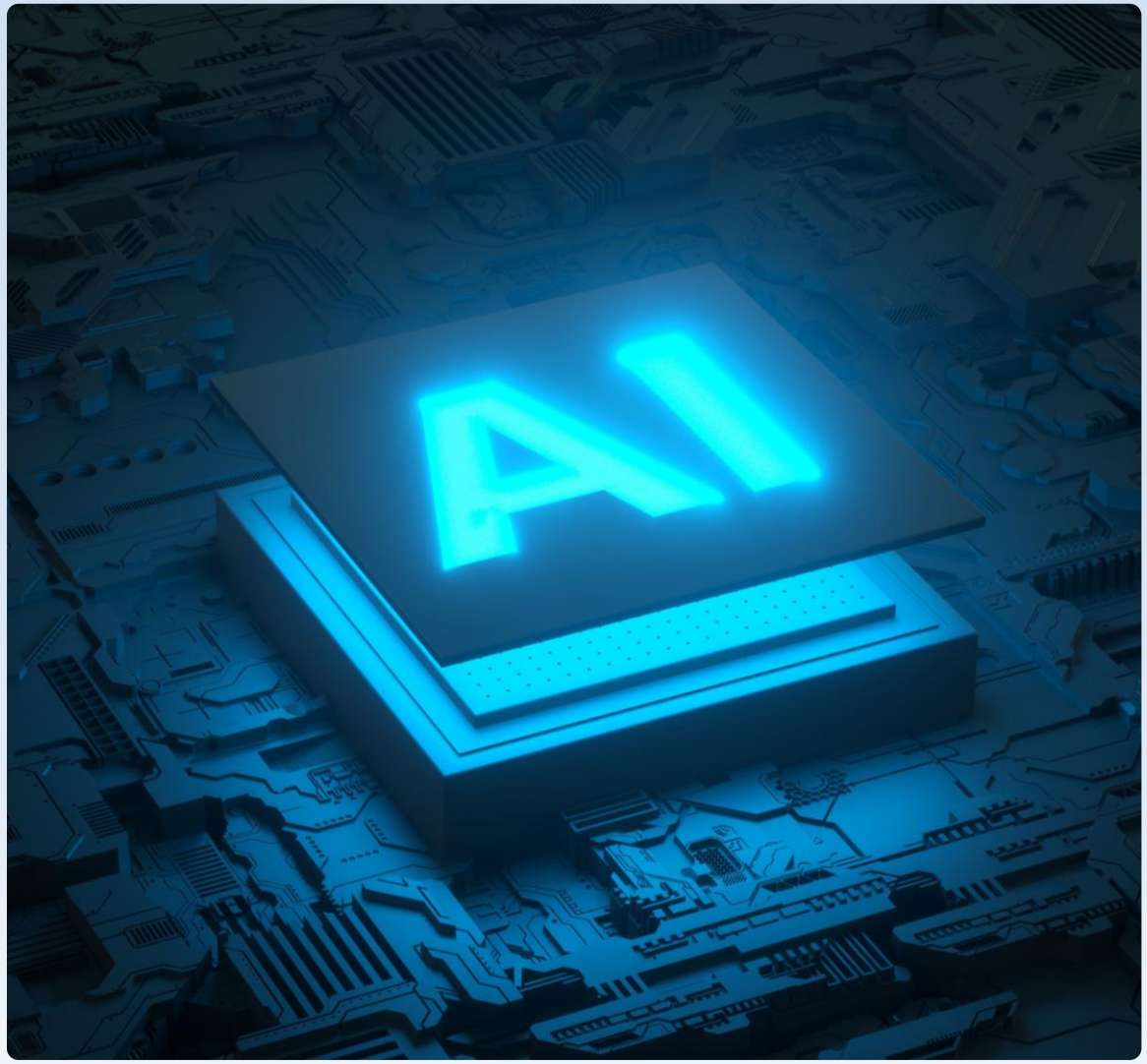


BRITISH AIRWAYS

Operational excellence

We are investing £100m in machine learning, automation and AI across our operation, driving improvement from bookings to baggage handling and helping to revolutionise our operation, speed up departures and respond to disruption.

New tools will help to predict delays and analyse real-time weather, aircraft capacity and customer connections data.



BRITISH AIRWAYS



New cabins and seats

New short-haul seats and cabin interiors are now featured on our next generation of Airbus A320neo and A321neos

Eighty-five widebody aircraft (71% of our long -haul fleet at London Heathrow) are configured with the incredible Club Suite business class product.

As the only European carrier to offer First Class between the UK and US, we are introducing a brand-new and exclusive First suite. This is expected to debut in early 2026 as part of our A380 aircraft refurbishment.

BRITISH AIRWAYS

Sustainability: our journey to a Better BA

Through the BA Better World programme and its commitment to People, Plant and Responsible Business, we are continuing to innovate to drive continual improvement in our environment, social, and government business performance and meet our net zero target by 2050 or sooner.

IAG has announced its largest SAF purchase agreement to date with e-SAF (power-to-liquid) producer 'Twelve', which will supply advanced e-SAF made from carbon dioxide, water and renewable energy to support IAG's five European airlines, including British Airways. The next-generation fuel will reduce lifecycle greenhouse gas emissions by up to 90% versus conventional jet fuel.



BRITISH AIRWAYS