

From: British Airways e-ticket <BA.e-ticket@email.ba.com>
Sent: 07 November 2019 16:08
To: andy@mbrail.co.uk
Subject: Your e-ticket receipt O7HYLP: 20 Nov 2019 20:30



Your e-ticket receipt

Dear Mr Scott,

Booking reference: **O7HYLP**

Thank you for booking with British Airways.

Ticket Type: e-ticket

This is your e-ticket receipt. Your ticket is held in our systems, you will not receive a paper ticket for your booking.

If the payment cardholder is travelling, you must bring the card used to pay for this booking to the airport with you, for verification, before you can travel.

What to do next

Visit Manage My Booking and print "Your Itinerary", a customer friendly up-to-date summary of your booking. We suggest you take this with you on your trip, as some authorities will need to see a printed flight itinerary.

Please check the details of the items purchased are correct. If you have made a mistake, you may cancel your flight booking and claim a refund without penalty, up to 24 hours from when you made the original booking. Refunds under these circumstances can only be requested by calling our contact centres.

[More information](#)

We also recommend the following services to help you get the most out of your journey:



Check our destination guides

Find out what to see and do as well as where to shop and eat, plus check the weather forecast for the next 7 days.



Do you want to check in any bags?

Save time and money by paying to check in bags online before you travel.



BA on your mobile

Download the BA mobile app and access your bookings on the move. Check-in and download your mobile boarding pass to your iPhone, Blackberry or Android from 24 hours before your flight.



Pay to choose your seat in advance

Use our seat map to find, reserve and pay for your seat in advance.

This is only a selection of the services available for you in Manage My Booking. To use these, or to see what else is available please click below.

The button below will take you directly to your booking. As it provides direct access, please only forward this email if you want the recipient to access your booking and the related services.

[Manage my booking](#)

Your Itinerary

BA1465

British Airways | Club Europe | Confirmed

20 Nov 2019

20:30

Edinburgh

20 Nov 2019

21:50

Heathrow (London)

Terminal 5

BA1458

British Airways | Euro Traveller | Confirmed

21 Nov 2019

18:15

Heathrow (London)

Terminal 5

21 Nov 2019

19:40

Edinburgh

Passenger

MR ANDREW SCOTT

Baggage allowances

Hand and checked baggage allowances

Baggage allowances apply to each passenger in your booking.

Flights	Hand baggage	Checked baggage
Edinburgh to London	1 handbag/laptop bag, plus 1 additional cabin bag	2 bags at 32kg (70lbs)

London to Edinburgh	1 handbag/laptop bag, plus 1 additional cabin bag	No allowance
	British Airways hand baggage sizes and weight limitations	British Airways checked baggage sizes and weight limitations

There are [restrictions on what you may pack](#).

Extra baggage

You will have to pay for baggage which is over your allowance.

You cannot pay to take extra bags for an infant, or extra hand baggage.

[Pay for extra bags using Manage My Booking](#)

Extra baggage charges for flight BA1465

Edinburgh to Heathrow (London)
20 Nov 2019 20:30

Extra baggage	Airport Price	Pre-airport price*
1st item of luggage (max 23kg)	GBP 75.00	GBP 60.00
2nd item of luggage (max 23kg)	GBP 75.00	GBP 60.00
Any additional items of luggage (max 23kg)	GBP 75.00	GBP 60.00
Over weight baggage		
Each item of baggage	GBP 65	-

Extra baggage charges for flight BA1458

Heathrow (London) to Edinburgh
21 Nov 2019 18:15

Extra baggage	Airport Price	Pre-airport price*
1st item of luggage (max 23kg)	GBP 65.00	GBP 25.00
2nd item of luggage (max 23kg)	GBP 75.00	GBP 60.00
Any additional items of luggage (max 23kg)	GBP 75.00	GBP 60.00
Over weight baggage		

Each item of baggage	GBP 65	-
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[Pay for extra bags using Manage My Booking](#)

*Pre-airport price means online or by booking through the British Airways contact centre.

Buy drinks and M&S food on board



Discover our seasonally inspired range of fresh and healthy food from M&S, along with a wide selection of drinks, available on British Airways short haul economy flights to and from London Heathrow and London Gatwick.

You can only pay with a credit or debit card and Executive Club Members can also pay with Avios via our mobile app.

[Learn more about food and drink on board](#)

Disability and mobility assistance

Please contact us if you have a disability so that we can give you the help you need. You can reserve your seat for free, book a wheelchair or mobility assistance at the airport and order a special meal.

[Contact us](#)

Your key rights under the Package Travel and Linked Travel Arrangements Regulations 2018

If you book additional travel services for your trip or holiday via this link, or if, after selecting and paying for one travel service, you book additional travel services for your trip or holiday via British Airways Holidays Ltd. or Avios Group Ltd., you will NOT benefit from rights applying to packages under the Package Travel and Linked Travel Arrangements Regulations 2018.

Therefore, British Airways will not be responsible for the proper performance of those additional travel services. In case of problems, please contact the relevant service provider.

However, if you book additional travel services via this link, not later than 24 hours after receiving the confirmation of the booking from British Airways, those travel services will become part of a linked travel arrangement. In that case British Airways has, as required by the Regulations, protection in place to refund your payments to British Airways for services not fully performed because of British Airways' insolvency, and, where necessary, for your repatriation. Please note that this does not provide a refund in the event of the insolvency of the relevant service provider.

View [Package Travel and Linked Travel Arrangements Regulations 2018](#) for more information on your key rights.

Payment Information

Ticket Number(s)	125-2102124337 (MR ANDREW SCOTT)
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Card Type	MasterCard
Card Holder	MR ANDREW SCOTT
Card Number	*****8302
Billing Address	MBRC,SUITE 34 BONNINGTON BOND,2 ANDERSON PLACE,EH65NP
Payment Total	GBP 258.62
Payment Date	7 Nov 2019
Flight tickets issued by	British Airways, Newcastle, UK
IATA Number	91498363
Endorsements	Pax nonref/-v2r
Fare Details	GBP 187.00
Fare breakdown	The price of your ticket includes a credit card surcharge of GBP 2.56, and a carrier imposed charge or fuel surcharge, where applicable, per sector levied by the carrier.

Please note that air travel is not subject to VAT therefore we do not issue VAT receipts.

Where applicable, if you wish to change the date or time of your flight, or cancel your booking, the cost of doing so will generally be lower on ba.com than over the telephone or at a ticket desk. Service charges are subject to change. For further details and a list of the current charges, please visit:

<https://ba.com/servicefees>

Taxes/fees/charges	
Government, authority and airport charges	Per adult
Air Passenger Duty - United Kingdom	GBP 39.00
Passenger Service Charge - United Kingdom	GBP 30.06
Total government, authority and airport charges* > More information	GBP 69.06
British Airways fees and surcharges	Per adult
UK Credit Card/PayPal Surcharge	GBP 2.56

Total British Airways fees and surcharges > More information	GBP 2.56
Total taxes, fees and surcharges per person	GBP 71.62

*Government and/or airport taxes are refundable, however some countries will apply a Value Added Tax, Sales Tax or equivalent, which will only be refunded on fully flexible tickets.

**A refund of the carrier imposed charge or fuel surcharge where applicable may be made on unused flights in your itinerary if permitted by the fare rules and conditions applicable to your booking.

Please note that air travel is not subject to VAT therefore we do not issue VAT receipts.

Yours sincerely,

British Airways Customer Services

British Airways may monitor email traffic data and also the content of emails, where permitted by law, for the purposes of security and staff training and in order to prevent or detect unauthorised use of the British Airways email system.

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How to contact us

This is an automated email, and we are unable to respond to replies. To ask a question online, send us an email, or find the contact numbers please click on the link below and go to "Your questions"

[Your questions](#)

Data Protection Notice

Your personal data will be processed in accordance with the applicable marketing and operating carrier's privacy policy and, where your booking is made via a reservation system provider ("GDS"), with its privacy policy. These are available at <http://www.iatatravelcenter.com/privacy> or from the carrier or GDS directly. You should read this documentation, which applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred.

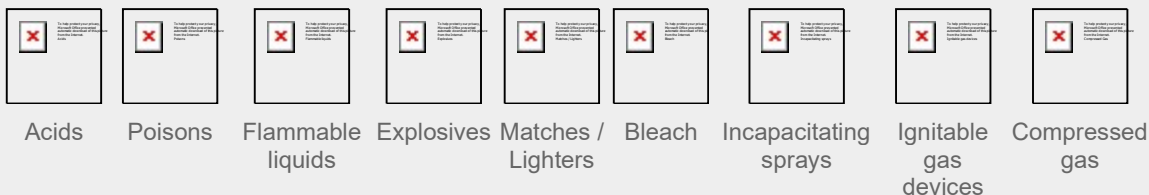
If you have received this email in error

This is a confidential email intended only for the British Airways customer appearing as the addressee. If you are not the intended recipient please delete this email and inform the sender as soon as possible. Please note that copying, distribution or other action taken or omitted to be taken in reliance upon it is prohibited and may be unlawful.

Passenger notices

Dangerous articles in baggage

For safety reasons, dangerous articles such as those listed below, must not be carried in passengers checked or hand/cabin baggage:



or other articles or substances which present a danger during air transport.

[More information on dangerous articles in baggage is available here](#)
[More information on security prohibited items \(PDF, 29 kb, English only\)](#)

Notice

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention or the Montreal Convention may be applicable and these Conventions govern and may limit the liability of carriers for death or bodily injury and in respect of loss of or damage to baggage. Many air carriers have waived the Warsaw Convention limits for death or bodily injury. Further information may be obtained from the carrier. For further information see the Notice of Liability Limitations.

Conditions of Carriage

It is important that you read this section carefully as it contains important information about the terms on which carriage and other services are provided to you.

Carriage and other services provided by the carrier are subject to Conditions of Carriage and the Conditions of Contract, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.

Copies of the Conditions of Contract and the British Airways General Conditions of Carriage are available on request or can be obtained at the airport or online here:

[Conditions of Contract](#)
[British Airways General Conditions of Carriage](#)

Notice of liability limitations

The Montreal Convention or the Warsaw Convention system may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay. For more information, please visit:

[Liability limitations](#)

Passenger service charge and carrier imposed charge or fuel surcharge, where applicable

The price of your ticket includes a carrier imposed charge or fuel surcharge, where applicable. They are shown in the "TAX/FEE/CHARGE" area of your ticket. These sums are levied by British Airways and are not a tax, fee or charge imposed by a Government Authority or by a third party. UB is the Passenger Service Charge which carriers pay to UK airport operators for each passenger's use of airport facilities.

Notice of government and airport imposed taxes, fees and charges

The price of this ticket may include taxes, fees and charges which are imposed on air transportation by Government Authorities and Airports. They may represent a significant portion of the cost of air travel and are either included in the fare or shown separately in the "TAX/FEE/CHARGE" box(es) of this ticket. You may also be required to pay taxes, fees and charges not already collected.

Overbooking

For a copy of British Airways' overbooking policy, please visit:

[Overbooking policy](#)

Travel aware

We recommend that all British travellers check the Foreign and Commonwealth Office website for essential travel advice to make informed decisions about travelling abroad. For the latest information relating to specific countries check www.gov.uk/travelaware where you can sign up for email alerts, guidance and tips. For nationals of other countries, please check your own government's travel advice.



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