



Go the extra mile with just one itinerary



We have been working with Great Western Railway (GWR) and Heathrow Express (HEX) to enable you to make integrated bookings for your customers. This means the entire itinerary, starting with the train journey all the way to the customer's final British Airways destination and back, can be made in one simple transaction.

The train service must originate from one of the GWR train stations into London Paddington and then connect onto the HEX to London Heathrow.

This new itinerary can only be booked through a travel agent and making both the booking and travel processes seamless and convenient for customers.

Benefits

The integrated itinerary gives:

- the ability to book a complete journey in one simple transaction for customers going to and from the UK's South West region
- customers peace of mind that their onward journey from London Heathrow will be protected in case their train or flight is delayed
- online check in for the train journey can be up to 72 hours before departure
- customers better and easier access to the UK's South West region

This itinerary can only be booked on journeys via London Heathrow from one of the GWR train stations:

GWR train stations			
Bath	Cardiff	Oxford	St Austell
Bristol Parkway	Exeter	Par	Swansea
Bristol Temple Meads	Plymouth	Penzance	

The train segment of the journey will be displayed as another flight number in your GDS.



How to book

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Great Western Railway and Heathrow Express schedules are distributed under the 9B code operating between London Paddington (**QQP**) and the destinations above.

The Heathrow Express journey between QQP and LHR will not be displayed in your GDS, but all bookings made will include travel on Heathrow Express.

Class mapping

Customers should be booked onto British Airways and Great Western Railway booking classes as follows:

British Airways booking class (BA)	Great Western Railway booking class (9B)
F, A, J, C, D, R, I	J
W, E, T, Y, B, H, K, M, L, V, S, N, Q, O	Y

Ticketing

Itineraries involving BA and 9B should be ticketed on 125 paper only. The process for issuing a British Airways ticket remains the same as issuing any other interline journey.

Check in

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Customers should check in online for their rail sectors at <http://www.accesrail.com/checkin/> using their name and PNR reference. They will be able access their print-at-home rail tickets online.

Once customers have checked in for their rail sectors, the tickets become non-refundable.

Customers should still check in online at ba.com for their flights as normal.



▼ Changes and disruption

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Missed British Airways flight

If a customer's train is delayed to such an extent that they miss their flight, they should contact a British Airways Ticket Desk in their departure terminal at London Heathrow

Missed Great Western Railway train

If a customer's flight is delayed to such an extent that they miss their train connection, they should contact the Great Western railway Ticket Desk at London Paddington

Missed last Heathrow Express for the day

If a customer has been delayed to the extent that they miss the last Heathrow Express train for the day, they should contact the British Airways Ticket Desk.

Involuntary changes

Changes to bookings can be made in the normal way (in accordance with fare conditions and fare rules) until the customer has checked in for their train sector.

▼ Other services & information

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All other British Airways services in a multi sector interline PNR will be available in the normal way.

Avios will not be awarded for travel on rail sectors.