

EC Phase 2B – Servicing – Change date and time of Full Avios Booking - Desktop

Business priority (1 low - 100 high)
100
Customer satisfaction (High, Medium, Low)

As an:	Loyalty Proposition Project Manager
I want:	To be able to change date and/or time, from peak to off-peak and vice versa, of a full Avios booking
So that:	Customers can easily change a full Avios booking online without restrictions

Acceptance Criteria:

## Select Changes

### Acceptance criteria

#### Grandfathering

- i. For bookings made prior to “Phase 2B Make Booking” release, is the user not allowed to change date/time of connecting flights, partial upgrades or flights from off-peak to peak?
- ii. For all legacy bookings, is the user presented with messaging on the Select changes page asking the user to go offline?
- iii. Are all pre “Phase 2B Make Booking” restrictions in place for bookings other than full Avios bookings?
- iv. For bookings that are not full Avios, is the user restricted to change date and time for connections, partial upgrades and off-peak to peak?
- v. For bookings that are not full Avios, is the user allowed to change peak bookings to both peak and off-peak, off-peak bookings to off-peak only and stopovers with messaging and existing functionality?

#### Post December - After repricing (Figure 1)

- i. For full Avios bookings made post December (repricing release), is the user allowed to change date/time of a full Avios booking?
- ii. For a full Avios booking is the user not presented with messaging asking him to go offline for all peak and off-peak bookings, connections and stopovers.
- iii. For a full Avios booking is the user presented with relevant bound tables showing flight information?
- iv. For a full Avios booking, has the “status” column been removed from the bound table?
- v. Is the user presented with the 3 options (no change, change time and change date) as

- per existing functionality?
- vi. Is the “What changes can I make” section presented as per Axshare (Figure 1) with bold and copy as relevant?
  - vii. Has the copy “see your options to change flights” along with the icon been removed from post December full Avios bookings?
  - viii. For changing the date, is the user not presented with “Select a travel date” button?
  - ix. For changing the date option, is the user presented with a date field and a new calendar icon sitting within the field (as per Axshare)?
    - x. Are both, the calendar icon and date field clickable /hotspots?
    - xi. By clicking the date field/calendar icon, is the user presented with a calendar modal?
    - xii. Is the date field /calendar icon interactive irrespective of date radio selection? Hence if the user clicks on the calendar icon/date field without selecting the radio the user should be able to invoke the calendar and select the radio as well.
  - xiii. Is the user presented with “I do not wish to select” as selected by default?
  - xiv. Is the user presented with a greyed out inactive Continue button by default along with “I do not wish to change” options selected?
  - xv. Is the user presented with an active “Continue” button if either a change of time or a date is selected?
  - xvi. If the calendar fails to load is the user presented with appropriate messaging and showing where the error is?
  - xvii. If the calendar fails to load off-peak dates, is the user presented with messaging to highlight this?
  - xviii. If the flight query fails is the user presented with appropriate messaging on the Select Changes page providing next steps?

### Connecting flights

- i. For full Avios connecting flights, is the user **not** presented with separate flight segments.
- ii. For full Avios connecting flights, is the user presented with all segments combined as per Axshare designs.
- iii. For full Avios connecting flights, is the user not presented with the additional copy saying that best available connections are provided.

### Stopovers (Figure 2)

- i. For stopover flights, are all bound headers presented with Journey titles along with their relevant Journey numbers as per Axshare designs? Example Outbound Journey 1, Outbound Journey 2.

### Post - Date selection (Figure 3)

- i. Post date selection, of a full Avios booking, is the user taken back to the Select changes page when he clicks the continue button on the date calendar.
- ii. Has the page focus taken the user to the bound and date he has just selected?
- iii. Is the user presented with a highlighted (yellow) date section showing his selected date as per Axshare?
- iv. Is the date field presenting a date in bold link colour as per Axshare?

- v. Is the user allowed to click on the date field or icon to reselect a different date?
- vi. Is the user presented with an Active continue button after a date is selected?

### Accessibility Criteria

- i. Are all pre Phase 2B -Servicing accessibility checks in place?
- ii. Have all new changes to the Select changes page been implemented adhering to AA compliance for accessibility?
- iii. Have all accessibility changes proposed in the Accessibility plan been implemented?

### Copy changes

- i. Have all copy changes been added as per content matrix and/or Axshare?  
**Copy changes expected: for the 3 options**  
(project cancelled hence no content matrix in place)

### Link to Axshare

[http://ui1arx.axshare.com/#p=connecting\\_flights](http://ui1arx.axshare.com/#p=connecting_flights)  
<http://ui1arx.axshare.com/#p=stopovers>

The screenshot shows the 'Change booking' interface on the British Airways website. At the top, there are navigation steps: 1 Select changes, 2 Select flights, 3 Price, 4 Payment, and 5 Confirmation. The current step is 'Select changes'. The page is divided into two sections: 'Outbound' and 'Inbound'. Each section contains a table of flight options and a set of radio buttons for selecting changes.

**Outbound**

Flight	From	To	Depart	Arrive
BA1321	Newcastle International	Heathrow (London)	Sunday 13 March 2016 09:30	Sunday 13 March 2016 10:55
BA0306	Heathrow (London)	Madrid	Sunday 13 March 2016 13:50	Sunday 13 March 2016 17:10

What changes can I make to these flights?

- I do not wish to change these flights
- I want to change the time of flights on Sunday 13 March 2018
- I want to change the date of these flights to

**Inbound**

Flight	From	To	Depart	Arrive
BA0303	Madrid	Heathrow (London)	Monday 14 March 2016 11:45	Monday 14 March 2016 13:15
BA1326	Heathrow (London)	Newcastle International	Monday 14 March 2016 14:45	Monday 14 March 2016 15:55

What changes can I make to these flights?

- I do not wish to change these flights
- I want to change the time of these flights on Monday 14 March 2018
- I want to change the date of these flights to

Navigation: [Return to Manage My Booking](#) | [Continue](#)

Figure 1 - Select Changes - Connections

The screenshot displays the 'Change booking' interface on the British Airways website. At the top, there is a progress bar with five steps: 1. Select changes (active), 2. Select flights, 3. Price, 4. Payment, and 5. Confirmation. The main heading is 'Select changes'. Below this, there are four flight segments, each with a table of flight details and a set of options for changes.

**Outbound - Journey 1**

Flight	From	To	Depart	Arrive
BA1321	Newcastle International	Heathrow (London)	Friday 1 July 2016 06:05	Friday 1 July 2016 07:20

What changes can I make to these flights?

- I do not wish to change these flights
- I want to change the time of flights on Sunday 13 March 2016
- I want to change the date of these flights to

**Outbound - Journey 2**

Flight	From	To	Depart	Arrive
BA0304	Heathrow (London)	Charles de Gaulle (Paris)	Saturday 2 July 2016 07:25	Saturday 2 July 2016 09:40

What changes can I make to these flights?

- I do not wish to change these flights
- I want to change the time of flights on Sunday 13 March 2016
- I want to change the date of these flights to

**Inbound - Journey 1**

Flight	From	To	Depart	Arrive
BA0303	Charles de Gaulle (Paris)	Heathrow (London)	Friday 8 July 2016 07:30	Friday 8 July 2016 07:45

What changes can I make to these flights?

- I do not wish to change these flights
- I want to change the time of flights on Sunday 13 March 2016
- I want to change the date of these flights to

**Inbound - Journey 2**

Flight	From	To	Depart	Arrive
BA1326	Heathrow (London)	Newcastle International	Saturday 9 July 2016 08:55	Saturday 9 July 2016 10:05

What changes can I make to these flights?

- I do not wish to change these flights
- I want to change the time of flights on Sunday 13 March 2016
- I want to change the date of these flights to

At the bottom of the page, there is a blue button labeled '< Return to Manage My Booking' and a red button labeled 'Continue >'. A dark blue footer bar with the British Airways logo is at the very bottom.

Figure 2 - Select Changes - Stopover

✈ Inbound

Flight	From	To	Depart	Arrive
BA0303	Madrid	Heathrow (London)	Monday 14 March 2016 11:45	Monday 14 March 2016 13:15
BA1326	Heathrow (London)	Newcastle International	Monday 14 March 2016 14:45	Monday 14 March 2016 15:55

**What changes can I make to these flights?**

- I do not wish to change these flights
- I want to change the **time** of these flights on **Monday 14 March 2016**
- I want to change the **date** of these flights to Tuesday 15 March 2016

< Return to Manage My Booking
Continue >

Figure 3 - Connections - Post date selection

## Select changes

**⚠ Calendar not available**

- Calendar not available for Outbound. Please try again later

✈ Outbound

Flight	From	To	Depart	Arrive
BA1321	Newcastle International	Heathrow (London)	Sunday 13 March 2016 09:30	Sunday 13 March 2016 10:55

**What changes can I make to these flights?**

- I do not wish to change these flights
- I want to change the **time** of flights on **Sunday 13 March 2016**
- I want to change the **date** of these flights to  Calendar not available. Please try again later

Figure 4 - Select Changes - Redpath - Calendar not Available

## Date Calendar

### Acceptance criteria

- i. For a full Avios booking only, have all **very important messages** presenting off-peak to peak restriction and Information messages been removed from BA and Iberia calendars?
- ii. Have all off-peak to peak restrictions been removed?
- iii. Is the user allowed to select any peak and off-peak date irrespective of him being on peak or off-peak?
- iv. Is the user presented with a British Airways or Iberia logo wherever applicable as per Axshare designs?
- v. Is the user not presented with a logo for partner airlines?
- vi. Is the British Airways logo accompanied by the Availability Calendar label as per Axshare (Figure 5)?
- vii. Is the user not presented with the Availability calendar label for Iberia calendar (Figure 6)?
- viii. For all partner flights, other than Iberia, is the user presented with a date calendar devoid of off-peak indicators as per Axshare (Figure 7)?
- ix. Is the user presented with to and from journey details on the calendar as per Axshare? Is the user presented with the connection city /airport for connecting flights as per Axshare?
- x. Is the user presented with the new peak and off-peak legends?
- xi. Is the user presented with the new peak and off-peak dates as per Axshare?
- xii. Is the user presented with forward and back buttons to navigate between months?
- xiii. Is the user presented with a 355 day calendar?
- xiv. Is the user presented with a “Confirm date selection” button?
- xv. Is the date selection CTA activates only when a user selects a date?
- xvi. Is the calendar devoid of any default selected dates?

### Accessibility Criteria

- i. Are all pre Phase 2B -Servicing accessibility checks in place?
- ii. Have all new changes to the Select changes page been implemented adhering to AA compliance for accessibility?
- iii. Have all accessibility changes proposed in the Accessibility plan been implemented?

### Copy changes

- i. Have all copy changes been added as per content matrix and/or Axshare?  
**Copy changes expected:** None at the moment  
(project cancelled hence no content matrix in place)

### Link to Axshare:

- [http://ui1arx.axshare.com/#p=british\\_airways\\_-\\_availability](http://ui1arx.axshare.com/#p=british_airways_-_availability)
- [http://ui1arx.axshare.com/#p=iberia\\_-\\_pricing\\_calendar](http://ui1arx.axshare.com/#p=iberia_-_pricing_calendar)
- [http://ui1arx.axshare.com/#p=partner\\_-\\_date\\_picker](http://ui1arx.axshare.com/#p=partner_-_date_picker)

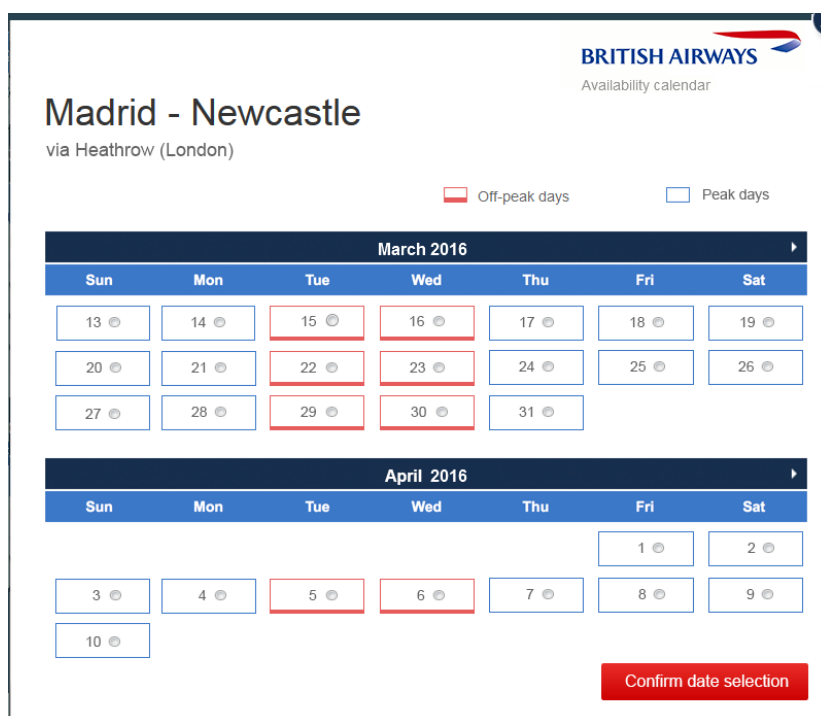


Figure 5 - Availability Calendar - BA - Connections





### Heathrow (London) - Madrid

Off-peak days     Peak days

March 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10						

Figure 6 - Date Calendar – Iberia

Madrid - Heathrow (London)

March 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10						

Figure 7 - Partner Date Calendar

## Change Booking - Flight list

### Acceptance criteria

- i. Is the user presented with the new flight list page as per Axshare?
- ii. Is the user presented with distinct bounds and destination information?
- iii. For full Avios bookings only, have all pre-repricing messaging, including peak and off-peak information or restriction, been removed.

### Unchanged segment

- i. For full Avios bookings, is the user presented with a rolled up version of segments not selected for a change?
- ii. Is the unchanged segment presented with a label referring that this is “Unchanged flight”?
- iii. Is the user presented with to and from destinations along with leaving and arriving time, journey duration and carrier.
- iv. For all connecting flights, is the user presented with a details link (as per Axshare) opening up to and from journey details along with the connection?

### Changed Segment

- i. For post repricing, full Avios bookings, is the user presented with both peak and off-peak flights to select from?
- ii. Is the user presented with off-peak labels with flights wherever applicable?
- iii. Is the user presented with destination, date/time and a link to change the date as per Axshare designs?
- iv. Clicking on the change date link, Is the user presented with the relevant calendar on the flight list page? For BA is the user presented with the Availability calendar, for Iberia a pricing calendar displaying peak and off-peak dates and for partners a selectable date calendar as per Axshare.
- v. For BA and Iberia bookings, wherever relevant, is the user presented with an off-peak label and a link opening the Availability calendar for BA and a pricing calendar for Iberia.
- vi. Is the user presented with a flight information table as per Axshare?
- vii. Does the flight information table include departs, arrives, flight and cabin headers with “Depart” sorted by departure time.
- viii. Is the user presented with detailed flight information as per Axshare designs?
- ix. By clicking on the flight numbers, is the user presented with a modal providing flight information?
- x. Is the user presented with journey times for all journeys?
- xi. Is the user presented with number of seats left indicator with every flight as per Axshare?
- xii. Is the user presented with “Continue” and “Start again” buttons as per Axshare?

**Post selection** (Figure 10)

- i. On date selection, is the user presented with a rolled up version of that segment or bound as per Axshare?
- ii. Is the off-peak calendar link and off-peak icon still visible to the user?
- iii. Is the user presented with a link to select another flight if he requires as per copy matrix/Axshare copy guidelines?
- iv. Upon clicking the link, select another flight, is the user presented with all flight options without any flight selected by default?
- v. For connections, is the user provided with starting and ending point with a details link opening up connection details as per Axshare?

**Stopovers** (Figure 8)

- i. Is the user presented with a journey summary on top including stopover city
- ii. Is the user presented with separate journey 1, journey 2 titles with every journey segment?

**Redpaths**

- i. When there is no availability of flight for a particular segment or bound (Figure 11 - Flight list - Unavailability Message), is the user presented with an information message on top providing information on the bound where availability is not found. IS the user also presented with a message along with a link to calendar within the bound where there is no availability?
- ii. For a flight search, when the system is not returning a price, is the user presented with an error message asking to try again?

**Accessibility Criteria**

- i. Are all pre Phase 2B -Servicing accessibility checks in place?
- ii. Have all new changes to the Select changes page been implemented adhering to AA compliance for accessibility?
- iii. Have all accessibility changes proposed in the Accessibility plan been implemented?

**Copy changes**

- i. Have all copy changes been added as per content matrix and/or Axshare?  
**Copy changes expected:** Off-peak calendar copy  
(project cancelled hence no content matrix in place)

**Link to Axshare:**

[http://ui1arx.axshare.com/#p=flight\\_list\\_stopover](http://ui1arx.axshare.com/#p=flight_list_stopover)  
[http://ui1arx.axshare.com/#p=flight\\_information\\_popup](http://ui1arx.axshare.com/#p=flight_information_popup)  
[http://ui1arx.axshare.com/#p=flight\\_list\\_connections](http://ui1arx.axshare.com/#p=flight_list_connections)  
[http://ui1arx.axshare.com/#p=post\\_selection](http://ui1arx.axshare.com/#p=post_selection)

The screenshot displays the British Airways website interface for booking a flight with a stopover. The top navigation bar includes the British Airways logo and the text 'Book with Avios'. Below this, a progress bar shows five steps: 1. Search flights, 2. Select flight (highlighted), 3. Price, 4. Payment, and 5. Confirmation.

The main content area is divided into 'Outbound' and 'Inbound' sections. The 'Outbound' section shows a route from London to Dubai to Sydney. It details two journeys: Journey 1 (London - Dubai) and Journey 2 (Dubai - Sydney). Journey 1 is scheduled for Sun 13 Mar at 09:30, departing Heathrow and arriving in Dubai at 17:10. Journey 2 is scheduled for Tue 16 Mar 2016, departing Dubai and arriving in Sydney.

Below the journey details, there is a table of flight options. The table has columns for 'Departs', 'Arrives', 'Flight', and 'Economy'. It lists several flight options for both journeys, including flight numbers (e.g., BA6752, BA1332), aircraft types (e.g., Euro Traveller, Domestic), and availability status (e.g., Available, Limited). Some options are marked as 'OFF PEAK'.

The 'Inbound' section shows a route from Sydney to Dubai to London. It details two journeys: Journey 1 (Sydney - Dubai) and Journey 2 (Dubai - London). Journey 1 is scheduled for Tue 16 Mar 2016, departing Sydney and arriving in Dubai. Journey 2 is scheduled for Sun 13 Mar, departing Dubai and arriving in Heathrow.

At the bottom of the page, there is a footer with links for 'Mobile site', 'help and contacts', 'Accessories and the NEP', 'privacy policy', 'Legal', 'About BA', and 'Media Centre'. There are also social media icons for Facebook, Twitter, and LinkedIn, and a search bar.

Figure 8 - Flight list - Stopover

**BRITISH AIRWAYS** Home Book with Avios

1 Select changes | 2 Select flights | 3 Price | 4 Payment | 5 Confirmation

### Outbound

Newcastle - Madrid

09:30 Sun 13 Mar Newcastle **✈** 17:10 Sun 13 Mar Madrid 6hr 40m British Airways Unchanged flight

### Inbound

Madrid - Newcastle Tue 15 Mar 2016 [Change date](#)

**OFF-PEAK** Check peak and off-peak periods for British Airways.

Departs	Arrives	Flight	Economy
18:40 12 Apr LHR	13:35 13 Apr MAD	British Airways - BA0031 Non-stop <b>OFF-PEAK</b>	Available
18:50 13 Apr MAD	06:10 14 Apr SEV	Iberia - IB0017 Non-stop <b>OFF-PEAK</b>	<b>3 LEFT</b>
26h 30m Total journey time			
18:40 12 Apr LHR	13:35 13 Apr MAD	British Airways - BA0031 Non-stop <b>OFF-PEAK</b>	Available
18:50 13 Apr MAD	06:10 14 Apr SEV	Iberia - IB0017 Non-stop <b>OFF-PEAK</b>	<b>3 LEFT</b>
26h 30m Total journey time			
18:40 12 Apr LHR	13:35 13 Apr MAD	British Airways - BA0031 Non-stop <b>OFF-PEAK</b>	Not Available
18:50 13 Apr MAD	06:10 14 Apr SEV	Iberia - IB0017 Non-stop <b>OFF-PEAK</b>	Not Available
26h 30m Total journey time			

[Start again](#) **Continue**

Mobile site | Help and contacts | Accessibility and site help | Privacy policy | Legal | About BA | Media Centre  
Careers | Corporate Responsibility | Iberia.com  
BA on Facebook | BA on Twitter | BA on Google+ | BA on LinkedIn | © British Airways - all rights reserved

Figure 9 - Flight List - Connections

**BRITISH AIRWAYS** Home

Book with Avios

1 Dates and flights | 2 Price | 3 Passengers | 4 Payment | 5 Confirmation

### Outbound

Newcastle - Madrid

09:30 Sun 13 Mar Newcastle [Details](#) 17:10 Sun 13 Mar Madrid [Details](#) 6hr 40m British Airways Unchanged flight

### Inbound

Madrid - Newcastle Tue 15 Mar 2016 | [Change date](#)

**OFF-PEAK** Check peak and off-peak periods for [British Airways](#)

09:30 Sun 13 Mar Newcastle [Details](#) 17:10 Sun 13 Mar Madrid [Details](#) 6hr 40m British Airways Select another flight

[Start again](#) [Continue](#)

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[BA on Facebook](#) | [BA on Twitter](#) | [BA on Google+](#) | [BA on LinkedIn](#) | © British Airways - all rights reserved

Figure 10 - Flight list – Rolled up

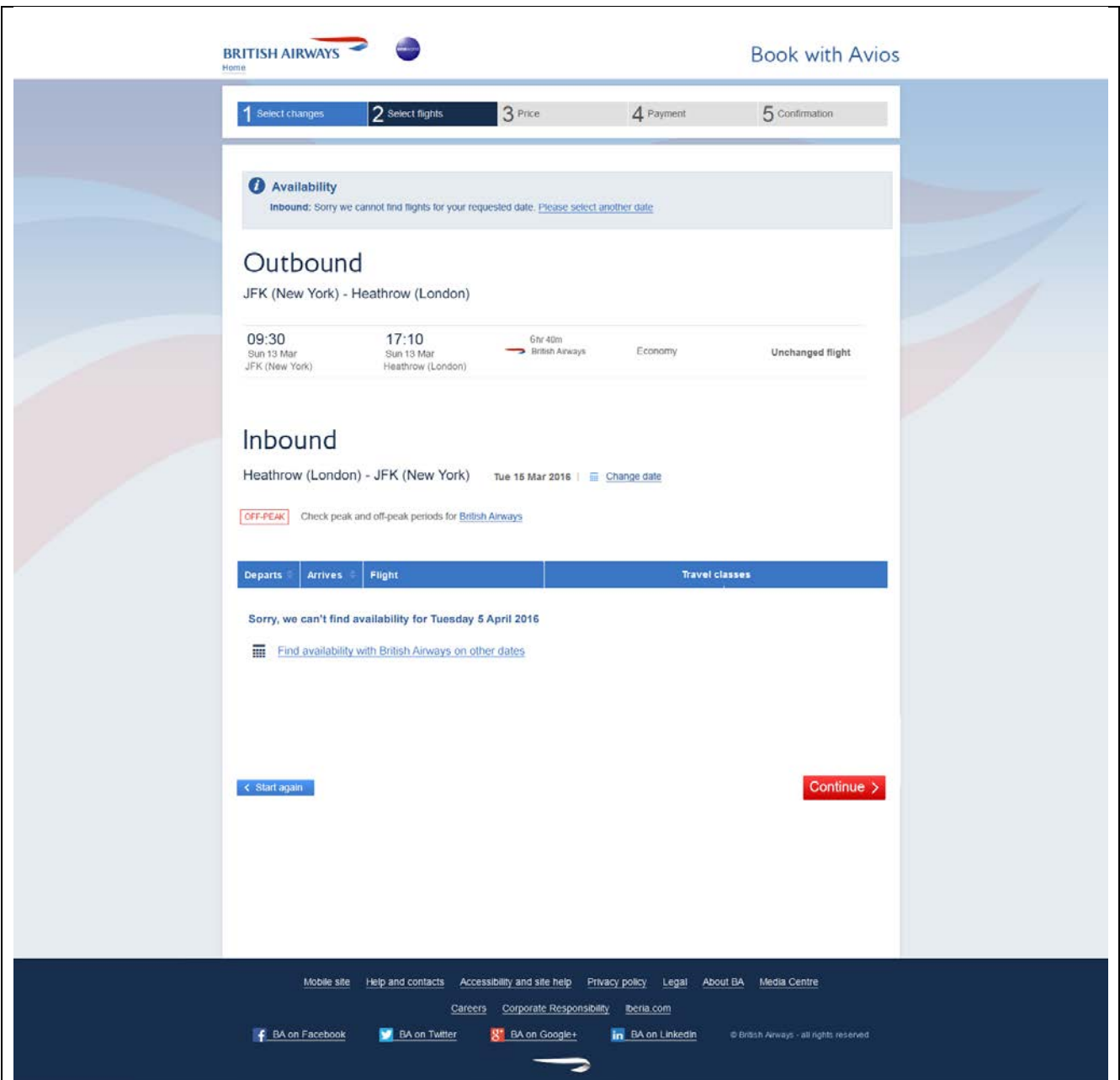


Figure 11 - Flight list - Unavailability Message

## Price Quote

### Acceptance criteria

- i. Is the user presented with old and new itineraries as per Axshare?
- ii. Is the user presented with summarised flights as per Axshare, along with a link to Change the flights if required?
- iii. For unchanged segments is the user presented with a label highlighting this?
- iv. For connections, is the user provided with starting and ending point with a details link opening up connection details as per Axshare?
- v. Is the user presented with a “How much do I have to pay” section highlighting “Total cost of change”?
- vi. Is the user presented with “Check baggage allowance” link below the cost of change as per legal required guidelines?
- vii. By clicking on the baggage allowance is the user taken to the baggage allowance section on the Price Summary page?
- viii. Is the user presented with Continue and Start again buttons as per Axshare?

### Cost of change and cost breakdown (Figure 12 - Price Quote - All passenger types)

- i. Is the user presented with Total cost of change including Avios and/or Money values as and when required?
- ii. Is the Avios and Money value supplemented with refund and to pay label as and when required?
- iii. Is the user informed of number of passengers and service fee inclusion along with cost of change?
- iv. Is the user presented with a cost breakdown link below the total cost of change?
- v. Clicking on the cost breakdown link, is the user presented with a table sliding open to show a breakdown of costs?
- vi. Within the cost breakdown table, is the user presented with a breakdown per passenger type and a column providing running totals?
- vii. Is the user provided with an Avios and/or money price difference per passenger type?
- viii. For full Avios bookings, is the user presented with a 0 value for money part of Avios price?
- ix. Does the inclusive total provide passenger breakdown along with number of passengers on this journey?
- x. Is the user presented with Service fee breakdown, Difference in taxes fees and charges and Reward flight saver fee if applicable as per Axshare?
- xi. Is the user presented with a clickable info icon with Taxes fees and charges?
- xii. Clicking on the info icon link, is the user presented with Taxes, fees and charges details as per current functionality?
- xiii. When no additional payment is required, is the user presented with a clear message highlighting this without a cost breakdown link?
- xiv. When no additional Avios collection is required, is the user clearly informed within the cost of change section?



- xv. For instances, where Taxes, fees and charges are applied instead of Reward flight saver, is the user provided with a link explaining why we have done so?

#### **Refund Scenarios (Figure 14)**

- i. For refund scenarios, is the user provided with some messaging explaining why there is a refund?
- ii. Is the user presented with Total cost of change including Avios and/or Money values as and when required?
- iii. In a refund scenario, is the user presented with separate Service fee and cost of change quotes?
- iv. Is the user informed when the refund will be processed?
- v. Is the user presented with to pay and/or refund labels next to all cost of change values?
- vi. Within a refund scenario, is the user presented with separate cost breakdown tables for difference in flights and service fees?
- vii. Within the cost breakdown table, is the user presented with a “Why am I getting a refund?” link next to the Avios refund label?
- viii. For a refund scenario, is the user presented with to pay and /or refund labels next to running totals and total cost of change?
- ix. Clicking on “Why am I getting a refund?” link, is the user presented with a modal providing old itinerary cost and the new itinerary costs along with the difference?
- x. Within this modal, is the user also informed as to why he is getting a refund?
- xi. Is the service fee charged separately irrespective of refunds from the difference in flights?
- xii. For a change that requires an Avios refund only, is the user presented with a combined money value to pay inclusive of service fee and cost of difference?

#### **Redpath - Not Enough Avios (Figure 16)**

- i. When a user does not have enough Avios to complete the change, is the user presented with a red error message highlighting what the issue is along with possible next steps?
- ii. Is the Continue CTA to Price Summary disabled?
- iii. Is the user presented with a link to purchase more Avios taking the user to points.com?
- iv. Is the user presented with a link to “Cancel and rebook” if he so desires?
- v. By clicking on the cancel and rebook link, is the user presented with a modal explaining what the ideal next steps would be to avoid availability issues? Is the user then taken to the MMB page?
- vi. Is the user presented with a link to start again taking the user to the select changes page where he can choose an off-peak date?

#### **Accessibility Criteria**

- i. Are all pre Phase 2B -Servicing accessibility checks in place?


- ii. Have all new changes to the Select changes page been implemented adhering to AA compliance for accessibility?
- iii. Have all accessibility changes proposed in the Accessibility plan been implemented?

### Copy changes

- i. Have all copy changes been added as per content matrix and/or Axshare?  
**Copy changes expected:** All labels including Fare, Difference in flights, Copy when TFC used for Young adult or Children  
(project cancelled hence no content matrix in place)

### Link to Axshare:

<http://ui1arx.axshare.com/#p=price quote - pay avios>  
<http://ui1arx.axshare.com/#p=price quote - no avios only cash>  
<http://ui1arx.axshare.com/#p=price quote - no avios no cash>  
<http://ui1arx.axshare.com/#p=price quote - rfs with young adult>  
<http://ui1arx.axshare.com/#p=price quote - avios and money refund>  
<http://ui1arx.axshare.com/#p=avios-pay-cash-refund>  
<http://ui1arx.axshare.com/#p=price quote - refund avios>


Change booking

1 Select changes
2 Select flights
3 Price
4 Payment
5 Confirmation

### Chosen flights & price

New itinerary
Your old itinerary

09:30 <small>Sun 13 Mar Newcastle</small>		17:10 <small>Sun 13 Mar Madrid</small>	British Airways <small>6hr 40min</small>	<a href="#">Change</a>
11:05 <small>Thu 17 Mar Madrid</small>		15:55 <small>Thu 17 Mar Newcastle</small>	British Airways <small>5hr 50min</small>	<a href="#">Change</a>

### How much do I have to pay?

**Total cost of change** **800 Avios + £70.44**

for 2 passengers inclusive of service fee [Hide cost breakdown](#)

	Adult	Young adult	Child	Infant	Inclusive total <small>2 Adults, 1 Young adult, 1 child, 1 infant</small>
Avios	200	200	100	100	<b>800</b>
Money	£0.00	£0.00	£0.00	£0.00	<b>£0.00</b>
Service fee per person	£35.00	£35.00	£35.00	£35.00	<b>£70.00</b>
Taxes, fees and carrier charges	£0.22	£0.22	£0.22	£0.22	<b>£0.44</b>
<b>Total cost of change</b>					<b>800 Avios + £70.44</b>

[Check your baggage allowance](#)

← Start again
← Return to Manage My Booking
Continue →

Figure 12 - Price Quote - All passenger types

The screenshot displays the 'Change booking' interface on the British Airways website. At the top, the British Airways logo and 'Home' link are on the left, and 'Change booking' is on the right. A progress bar below the logo shows five steps: 1 Select changes, 2 Select flights, 3 Price (highlighted), 4 Payment, and 5 Confirmation. The main content area is titled 'Chosen flights & price' and features two tabs: 'New itinerary' (selected) and 'Your old itinerary'. Below the tabs, two flight segments are listed:

Time	Date	Origin	Destination	Airline	Duration	Action
09:30	Sun 13 Mar	Newcastle	Madrid	British Airways	6hr 40min	<a href="#">Change</a>
11:05	Thu 17 Mar	Madrid	Newcastle	British Airways	5hr 50min	<a href="#">Change</a>

Below the flight details, the heading 'How much do I have to pay?' is followed by a yellow box containing the following information:

- Total cost of change** **£70.44** (No more Avios required for this change)
- for 2 passengers inclusive of service fee
- [Show cost breakdown](#)

Below this box is a link: [Check your baggage allowance](#). At the bottom of the page, there are three buttons: '< Start again', '< Return to Manage My Booking', and a red 'Continue >' button. The British Airways logo is centered at the very bottom of the page.

Figure 13 - Price Quote - No Avios required

The screenshot displays the 'Change booking' process on the British Airways website. It includes a progress bar with five steps: 1 Select changes, 2 Select flights, 3 Price, 4 Payment, and 5 Confirmation. The 'Chosen flights & price' section shows two flight segments: Heathrow to Madrid on Sun 13 Mar (09:30-17:10) and Madrid to Heathrow on Thu 17 Mar (11:05-15:55), both on British Airways in Economy class. Below this, the 'How much do I have to pay?' section highlights a total cost of change of 800 Avios + £72.44 for two passengers. A detailed table breaks down the costs for Young adult and Adult passengers, including Avios, Fare, Reward Flight Saver fee, Taxes, fees and carrier charges, and Service fee per person.

**Chosen flights & price**

**New itinerary** | Your old itinerary

09:30 Sun 13 Mar Heathrow	17:10 Sun 13 Mar Madrid	British Airways 6hr 40min	Economy	<a href="#">Change</a>
11:05 Thu 17 Mar Madrid	15:55 Thu 17 Mar Heathrow	British Airways 5hr 50min	Economy	<a href="#">Change</a>

**How much do I have to pay?**

**Total cost of change** **800 Avios + £72.44**  
for 2 passengers inclusive of service fee [hide cost breakdown](#)

	Young adult	Adult	Inclusive total 1 Adult, 1 Young adult
Avios	400	400	800
Fare	£0.00	£0.00	£0.00
Reward Flight Saver fee	£0.00	£2.00	£2.00
Taxes, fees and carrier charges <a href="#">Cheaper, find out how?</a>	£0.44	£0.00	£0.44
Service fee per person	£35.00	£35.00	£70.00
<b>Total cost of change</b>			<b>800 Avios + £72.44</b>

[Check your baggage allowance](#)

[Start again](#)
[Return to Manage My Booking](#)
[Continue](#)

Figure 14 - Price Quote - RFS and TFC's both

The screenshot shows the 'Change booking' process on the British Airways website. It includes a progress bar with five steps: 1. Select changes, 2. Select flights, 3. Price, 4. Payment, and 5. Confirmation. The 'Chosen flights & price' section displays two flight segments: a return from Newcastle to Madrid on 13 Mar and a return from Madrid to Newcastle on 15 Mar. Below this, a section titled 'How much do I have to pay?' explains that the new itinerary is cheaper, resulting in a refund. A summary shows a total refund of 800 Avios and £88.44, minus a £70.00 service fee. A detailed 'Change breakdown' table follows, and the page concludes with navigation buttons for 'Start again', 'Return to Manage My Booking', and 'Continue'.

**Chosen flights & price**

New itinerary		Your old itinerary			
09:30 Sun 13 Mar Newcastle	17:10 Sun 13 Mar Madrid	British Airways 6hr 40min	Economy	Unchanged flight	
11:05 Tue 15 Mar Madrid	15:55 Tue 15 Mar Newcastle	British Airways 5hr 50min	Economy	<a href="#">Select another flight</a>	

**How much do I have to pay?**  
We have repriced your booking and your new itinerary costs less than previous hence you are due a refund

**Difference in flights:** 800 Avios (refund) + £88.44 (refund)  
Money refunded in 7-10 working days

**Service fee:** £70.00 (to pay)  
for 2 passengers  
[Hide cost of breakdown](#)

Change breakdown	Adult	Inclusive total <small>2 Adults</small>
Avios refund <a href="#">Why am I getting a refund?</a>	400	(refund) 800
Fare refund	£44.00	(refund) £88.00
Taxes, fees and carrier charges ⓘ	£0.22	(refund) £0.44
<b>Total refund to customer</b>		<b>800 Avios + £88.44</b>
<b>Total service fee to pay now</b>	£35.00	<b>£70.00</b>

[Check your baggage allowance](#)

[Start again](#)
[Return to Manage My Booking](#)
[Continue](#)

Figure 15 - Price Quote - Refund Money – Separate transactions

The screenshot shows the 'Change booking' process on the British Airways website. It includes a progress bar with five steps: 1 Select changes, 2 Select flights, 3 Price, 4 Payment, and 5 Confirmation. The 'Chosen flights & price' section displays two flight segments: a return flight on Sun 13 Mar from Heathrow to Madrid (09:30-17:10) and a return flight on Tue 15 Mar from Madrid to Heathrow (11:05-15:55). Below this, a section titled 'How much do I have to pay?' explains that the new flights are cheaper, resulting in a refund. A summary box shows a total cost of change of 800 Avios (refund) + £70.44 (to pay) for 2 passengers. A detailed 'Change breakdown' table follows, showing the components of the refund and charges.

**Chosen flights & price**

**New itinerary** | Your old itinerary

09:30 Sun 13 Mar Heathrow	17:10 Sun 13 Mar Madrid	British Airways 6hr 40min	Economy	Unchanged flight
11:05 Tue 15 Mar Madrid	15:55 Tue 15 Mar Heathrow	British Airways 5hr 50min	Economy	<a href="#">Select another flight</a>

**How much do I have to pay?**  
Your new flights cost less than your previous flights hence we are refunding you the difference.

**Total cost of change** 800 Avios (refund) + £70.44 (to pay)  
for 2 passengers inclusive of service fee [Hide cost of breakdown](#)

Change breakdown	Adult	Inclusive total 2 Adults
Avios refund <a href="#">Why am I getting a refund?</a>	400	(refund) 800
Money refund	£0.00	£0.00
Service fee	£35.00	(to pay) £70.00
Taxes, fees and carrier charges	£0.22	(to pay) £0.44
<b>Total cost of change</b>	<b>800 Avios (refund) + £70.44 (to pay)</b>	

[Check your baggage allowance](#)

[Start again](#) | [Return to Manage My Booking](#) | [Continue](#)

Figure 16 - Price Quote - Refund Avios

The screenshot shows the 'Change booking' process on the British Airways website. At the top, there are navigation steps: 1. Select changes, 2. Select flights, 3. Price, 4. Payment, and 5. Confirmation. The current step is 'Price'.

**Chosen flights & price**

**New itinerary** | Your old itinerary

09:30 Sun 13 Mar Newcastle	✈️ <a href="#">Details</a>	17:10 Sun 13 Mar Madrid	British Airways 6hr 40min	<a href="#">Change</a>
11:05 Tue 15 Mar Madrid	✈️ <a href="#">Details</a>	15:55 Tue 15 Mar Newcastle	British Airways 5hr 50min	<a href="#">Change</a>

**How much do I have to pay?**

**Total cost of change**      **800 Avios (to pay) + £70.44 (to pay)**  
(for all passengers inclusive of service fee)

**Sorry you do not have enough Avios to make this change.**  
You can:

- [Purchase more Avios to change your booking](#)
- [Cancel and rebook - choose from using more Avios or more cash options](#)
- [Start again selecting an off-peak date requiring less Avios](#)

< Start again      < Return to Manage My Booking      Continue >

Figure 17 - Price Quote - Not enough Avios



## Price Summary

### Acceptance criteria

- i. Is the user presented with a rolled up version of the price quote with a breakdown link as per Axshare?
- ii. Is the user provided with baggage allowance link close to or below the price quote summary taking the user to the baggage section?
- iii. Is the user presented with the new flight itinerary along with journey summary as per Axshare?
- iv. Is the user provided with amended “Change and refund conditions” without change restrictions as per Content Matrix?
- v. For refund scenarios, is the card validation component removed in compliance with PCI guidelines?

### Accessibility Criteria

- i. Are all pre Phase 2B -Servicing accessibility checks in place?
- ii. Have all new changes to the Select changes page been implemented adhering to AA compliance for accessibility?
- iii. Have all accessibility changes proposed in the Accessibility plan been implemented?

### Copy changes

- i. Have all copy changes been added as per content matrix and/or Axshare?  
**Copy changes expected:** Change and refund rules  
(project cancelled hence no content matrix in place)

### Link to Axshare:

[http://ui1arx.axshare.com/#p=price\\_summary\\_-\\_refund\\_and\\_payment](http://ui1arx.axshare.com/#p=price_summary_-_refund_and_payment)  
[http://ui1arx.axshare.com/#p=price\\_summary\\_-\\_all\\_refunds](http://ui1arx.axshare.com/#p=price_summary_-_all_refunds)

The screenshot displays the 'Change booking' interface on the British Airways website. At the top, a progress bar shows five steps: 1. Select changes, 2. Select flights, 3. Price, 4. Payment, and 5. Confirmation. The current step is 'Price', which is highlighted in blue.

### Price Summary

Total cost of change: **800 Avios (refund) + £70.44 (to pay)** BOOKING FEE INCL.

Details of your baggage allowance and any applicable charges are over this page. Check if baggage rules statement is applying below price

### Your new flight itinerary

09:30 Tue 12 Jun Newcastle Luton	✈	17:10 Tue 12 Jun Luton Newcastle	→	British Airways 3h 40min
11:05 Tue 12 Jun Newcastle Luton	✈	15:55 Tue 12 Jun Luton Newcastle	→	British Airways 5h 45min

### Change and refund conditions

Flight	Fare conditions
<b>Outbound</b>	
Newcastle International to Heathrow (London)	This is a peak flight
Heathrow (London) to Madrid	
<b>Inbound</b>	
Madrid to Heathrow (London)	This is an off-peak flight
Heathrow (London) to Newcastle International	

**Concessions:** You can cancel this booking at any time up to 74 hours before outbound departure and receive a full refund, minus a service fee. **Changes:** Taxes, fees and charges may be different between your original ticket and the new ticket. Any such difference will be either refunded or set against additional payment.

### Your baggage allowance

Checked baggage per passenger  
Adults and children, 1 bag at 23kg (51lb)

- Maximum bag size: 80cm x 75cm x 45cm (31.5 x 29.5 x 17.7 in)

Regular extra bags, baggage allowances and charges

### More information about your flights

**Newcastle to Madrid**

- Operated by British Airways
- 1 piece of hand baggage (45cm x 35cm x 20cm) + 1 15kg piece of checked baggage or 10kg (22lb) (15kg x 35cm x 20cm)
- Complimentary drinks and snacks available onboard
- Complimentary priority checked baggage

View all the features of your flight

**Madrid to Newcastle**

- Operated by British Airways
- 1 piece of hand baggage (45cm x 35cm x 20cm) + 1 15kg piece of checked baggage or 10kg (22lb) (15kg x 35cm x 20cm)
- Complimentary drinks and snacks available onboard
- Complimentary priority checked baggage

View all the features of your flight

### Details of person paying

All items marked with an asterisk (\*) must be completed

\*Is the person paying for this change one of the passengers named above?  Yes  No

Your email confirmation will be sent to:

\*Is this the email address of the person paying for this change?  Yes  No

Contact number:

### Change and refund rules for your proposed new itinerary

- Avios quotes shown are applicable to the class and route selected
- All taxes, fees and charges to be paid by the Member (not British Airways), except for Research Flight/Buyer bookings where all taxes, fees and charges are paid by British Airways
- Revised bookings are subject to availability and cannot be waitlisted
- A fee will apply for date and time changes and cancellations, an additional fee may also apply for changes and cancellations made with your last Avios credits (PNC) or more than one Avios credit
- For bookings cancelled within 24 hours of departure where the member has paid the taxes, fees and charges, these will be refunded to the original form of payment. No other cash will be refunded. Avios will not be refunded
- Changes to the date and time of flights can only be made up to 14 days before outbound departure.
- A change to both date and time of flight in one contact constitutes just one change
- Changes to times within the booking are not permitted
- Bookings with a ticket: Changes that require ticket re-issuance can only be made up to 72 hours before departure
- For bookings cancelled up to 14 days before outbound departure, a charge may be levied. All Avios will be credited to the member's account and cash will be refunded

### Terms and conditions

I agree to be bound by these fare conditions and the General Conditions of Carriage applicable to my flight. I agree that the personal data which has been provided to British Airways in connection with this booking may be passed to government authorities for border control and aviation security purposes

Tick box to agree to terms and conditions

[Select different flights](#) [Continue](#) [Return to Manage My Booking](#)

Figure 18 - Price Summary

The screenshot displays the 'Change booking' interface on the British Airways website. At the top, there are five numbered steps: 1. Select changes, 2. Select flights, 3. Price, 4. Flightplan, and 5. Confirm. The 'Price' step is currently active.

**Price Summary**

Difference in flights: **800 Avios (refund) + £89.44 (refund)**  
Money refunded in £10 weekly instalments

Service fee: **£70.00 (to pay)**  
Standard breakfast

**Your new flight itinerary**

09:30 Tue 13 May Newcastle	17:10 Tue 13 May London	British Airways Boeing	Economy	Change
11:05 Tue 12 May London	15:55 Tue 10 May Newcastle	British Airways Boeing	Economy	Change

**Change and refund conditions**

Flight	Fare conditions
<b>Outbound</b>	
Newcastle International to Heathrow (London)	This is a peak flight
Heathrow (London) to Newcastle	This is an off-peak flight
<b>Inbound</b>	
Madrid to Heathrow (London)	This is an off-peak flight
Heathrow (London) to Newcastle International	This is an off-peak flight

**Conditions:** You can cancel this booking at any time up to 24 hours before scheduled departure and receive a full refund, minus a service fee. Changes, fees, taxes and charges may be different between your original ticket and the new ticket. Any such difference will be either refunded or will require additional payment.

**Your baggage allowance**

Checked baggage per passenger  
 Adults and children: 1 bag (at 23kg (50lb))

**More information about your flights**

**Newcastle to Madrid**

- Operated by British Airways
- 1 piece of cabin baggage (pieces above a maximum of 23kg (50lb) a briefcase, laptop or handbag (below a maximum of 7kg (15lb))
- Complimentary drinks and snacks available on board
- Convenient centrally located airports

**Madrid to Newcastle**

- Operated by British Airways
- 1 piece of cabin baggage (pieces above a maximum of 23kg (50lb) a briefcase, laptop or handbag (below a maximum of 7kg (15lb))
- Complimentary drinks and snacks available on board
- Convenient centrally located airports

**Details of person paying**

All fees related with an advance purchase must be completed

\* Is the person paying for this change one of the passenger's named above?  Yes  No

Your email confirmation will be sent to:

\* Is this the email address of the person paying for this change?  Yes  No

Contact number:

**Change and refund rules for your proposed new itinerary**

- Avios tickets which are applicable to the class and cabin selected
- All taxes, fees and charges to be paid to the relevant civil aviation authority, except for standard airport security charges where all taxes, fees and charges are paid by British Airways
- Reward bookings are subject to availability and a surcharge will be applied
- A fee will apply for date and time changes and cancellations, an additional fee may also apply for changes and cancellations made with your local service centre (find out more about service fees)
- For bookings cancelled within 24 hours of departure where the member has paid the taxes, fees and charges, these will be refunded to the original form of payment. No other costs will be refunded. Avios will not be refunded
- Changes to the date and time of flight can only be made up to 1 full day before outbound departure
- A change to both date and time of flight in one contact constitutes just one change
- Changes to names within the booking are not permitted
- Bookings with a ticket charge that require a ticket re-issuance can only be made up to 72 hours before departure
- For bookings cancelled up to 1 full day before outbound departure, a charge may be levied. All Avios will be re-credited to the member's account and can be used for other bookings

**Terms and conditions**

I agree to be bound by these fare conditions and the General Conditions of Carriage applicable to my flight. I agree that the personal data which has been provided to British Airways in connection with this booking, may be passed to governmental authorities for border control and aviation security purposes.

Tick box to agree to terms and conditions

Buttons: [Select different flight](#), [Select seats](#), [Return to Manage My Booking](#), [Continue](#)

Figure 19 - Price Summary - Refund Separate Transactions

## Refund Summary

### Acceptance criteria

- i. Has a new page been added to provide refund summary?
- ii. Is the user presented with a table presenting Avios and Money refund values?
- iii. Is the user informed when Avios or Money will be refunded?
- iv. Is the user informed of the two separate transactions for Avios refunds?
- v. Is the user provided with a link explaining why these need to be two separate transactions?
- vi. For Money refunds is the user provided with a card where the refund will be made?
- vii. Is the user provided with the masked card number in compliance with PCI standards?
- viii. For Household accounts is the user informed that Avios will be distributed amongst household members?
- ix. Are GGL members provided with flight summary details on the Refund Summary page?
- x. Are GGL members not asked to pay Service fee?
- xi. Is the user provided with “Proceed to payment” CTA (Call to Action) for all non GGL members?

### Accessibility Criteria

- i. Are all pre Phase 2B -Servicing accessibility checks in place?
- ii. Have all new changes to the Select changes page been implemented adhering to AA compliance for accessibility?
- iii. Have all accessibility changes proposed in the Accessibility plan been implemented?

### Copy changes

- i. Have all copy changes been added as per content matrix and/or Axshare?  
**Copy changes expected:** Avios and Money refunds, Why two separate transactions?  
(project cancelled hence no content matrix in place)

### Link to Axshare:

<http://ui1arx.axshare.com/#p=refunds - card included>

<http://ui1arx.axshare.com/#p=refunds - hha>

<http://ui1arx.axshare.com/#p=refund only - ggl - end of journey>

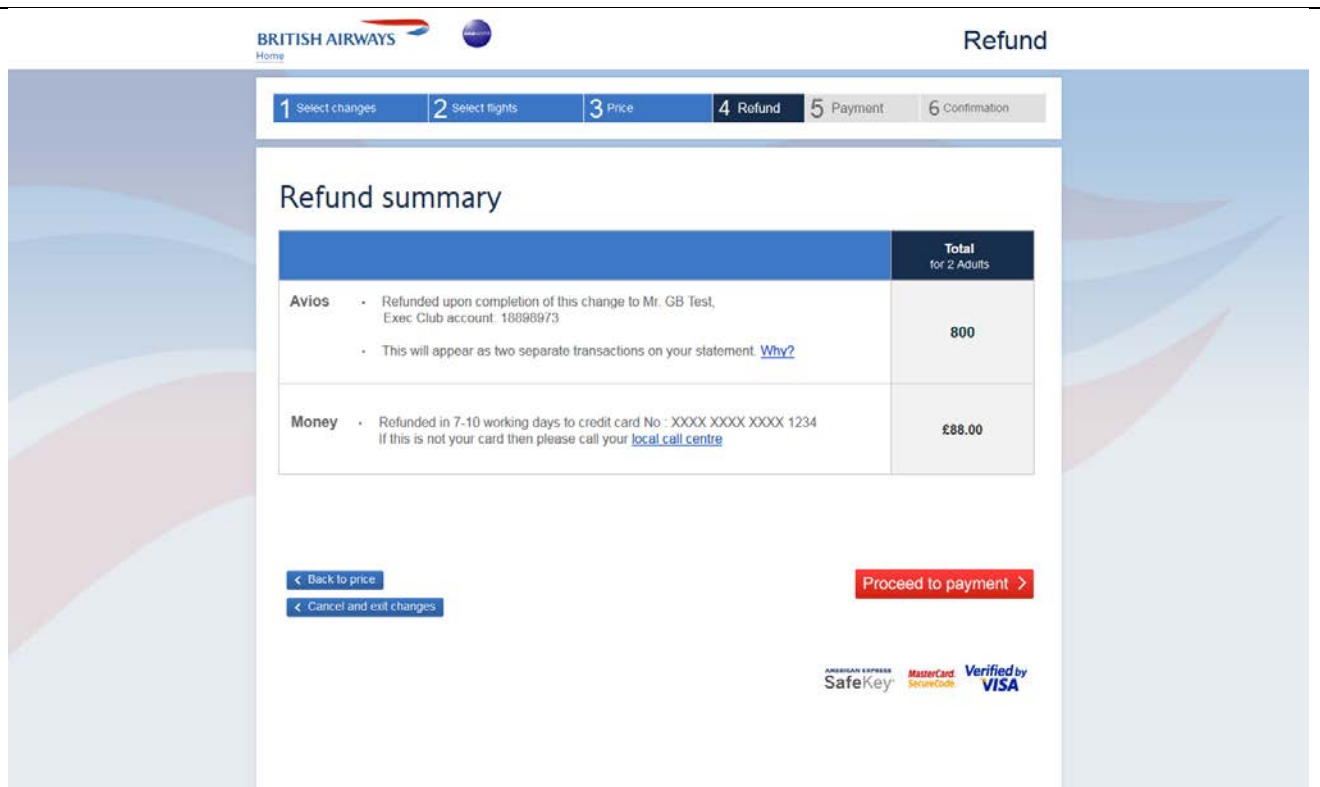


Figure 20 - Refund Summary - Avios and Money

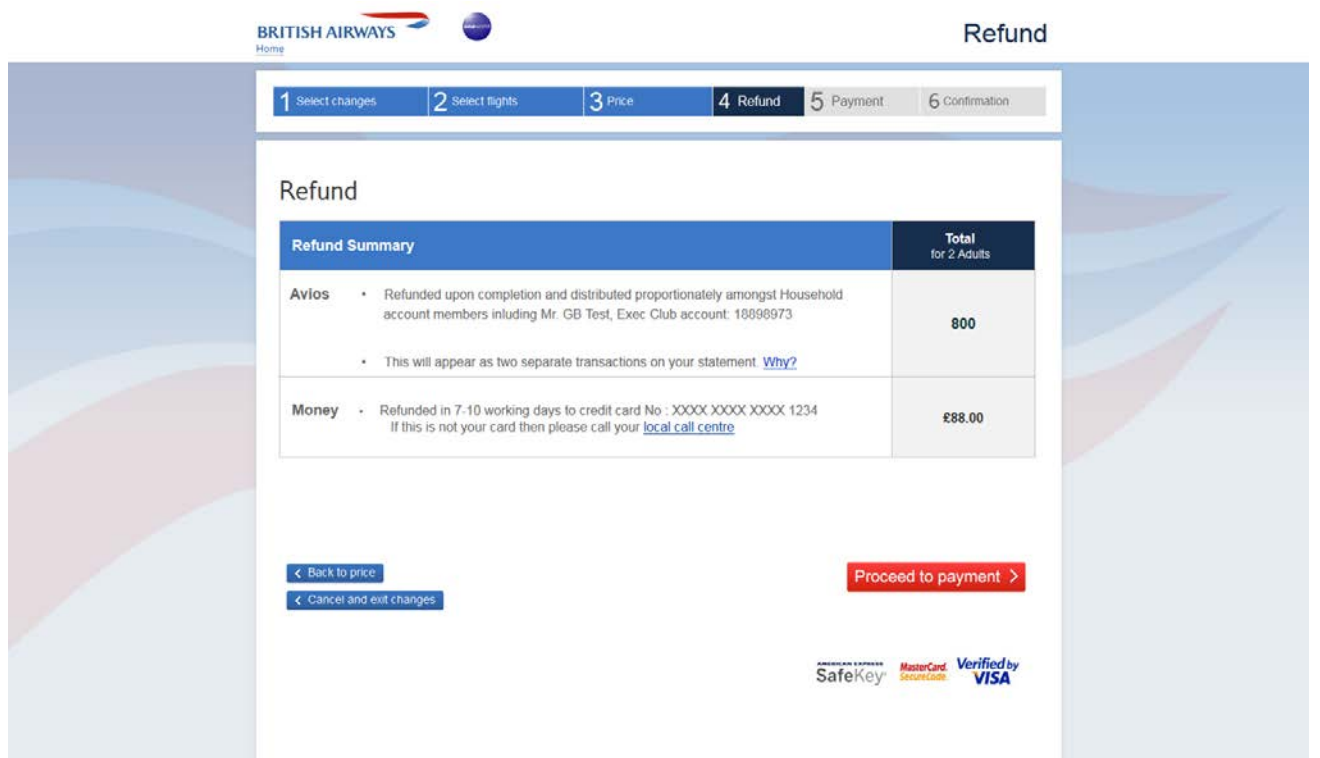


Figure 21 - Price Summary - Household account

The screenshot shows the British Airways website's 'Refund' page. At the top, the British Airways logo and 'Home' link are visible. A progress bar indicates the current step is '4 Refund', with other steps being '1 Select changes', '2 Select flights', '3 Price', '5 Payment', and '6 Confirmation'. The main heading is 'Refunds'. Below this is a 'Refund Summary' table with two rows: 'Avios' and 'Money'. The 'Avios' row shows a refund of 800 Avios, and the 'Money' row shows a refund of £88.00. Below the table is a 'Travel Summary' section with two flight segments. The first segment is 'Unchanged flight' from Newcastle to Madrid on Sun 13 Mar. The second segment is 'Changed flight' from Madrid to Newcastle on Tue 15 Mar. At the bottom, there are navigation buttons: '< Back to price', '< Cancel and exit changes', and 'Confirm refund >'. Payment logos for American Express, SafeKey, MasterCard, and Verified by Visa are also present.

Refund Summary		Total for 2 Adults
<b>Avios</b>	<ul style="list-style-type: none"><li>Refunded upon completion of this change to Mr. GB Test, Exec. Club account: 18898973</li><li>This will appear as two separate transactions on your statement. <a href="#">Why?</a></li></ul>	<b>800</b>
<b>Money</b>	<ul style="list-style-type: none"><li>Refunded in 7-10 working days to credit card No - XXXX XXXX XXXX 1234</li><li>If this is not your card then please call your <a href="#">local call centre</a></li></ul>	<b>£88.00</b>

Travel Summary					
<b>09:30</b> Sun 13 Mar Newcastle		<b>17:10</b> Sun 13 Mar Madrid	British Airways 6hr 40min	Economy	Unchanged flight
<b>11:05</b> Tue 15 Mar Madrid		<b>15:55</b> Tue 15 Mar Newcastle	British Airways 5hr 50min	Economy	Changed flight

Figure 22 - GGL Member - not paying service fee

# Payments

No change required for now.

**BRITISH AIRWAYS** Home Payment

1 Dates 2 Flights 3 Price 4 Passengers 5 **Payment** 6 Confirmation

## Payment

**Payment summary**

Service fee for 2 Adults **£70.00**

**Total price £70.00 (GBP)**

**Travel summary**

Check your travel details hide

Passengers: Mr Arun Singh  
Mstr inflect tst

**Outbound - Thu 14 Jul 2016**

Heathrow (London), United Kingdom 06:15 14 Jul	Madrid, Spain 09:40 14 Jul	BA0456 British Airways Euro Traveller
--	----------------------------------	---

**Inbound - Sat 20 Aug 2016**

Madrid, Spain 19:45 20 Aug	Heathrow (London), United Kingdom 21:00 20 Aug	BA0463 British Airways Euro Traveller
----------------------------------	--	---

**Person paying**

All items marked with an asterisk (\*) must be completed.

**Method of payment**

Use a saved payment card

VISA Visa Credit, ending: 1111 expires: 02/18

Use a new card

PayPal

**Billing country**

United Kingdom

**Payment card**

Card: VISA Visa Credit, ending: 1111 expires: 02/18

Name on card: MR ARUN SINGH

Billing address line 1: 1 London Road

Billing address line 2: Camberley

Billing address line 3:

Postcode: GU15 7YY

Country: United Kingdom

**Total price £70.00 (GBP)**

Security number: 123 Last three digits on the reverse side of the card. [Need help?](#)

**Important information**

- You will not receive a paper ticket. An e-ticket will be sent to abc@abc.com
- Please check the details of the items purchased are correct before continuing.
- Selecting 'Make booking' will confirm your purchase and charge your payment card.
- If you notice a mistake after you have paid for your ticket(s), we will allow you to cancel your flight booking and claim a full refund without penalty, up to 24 hours from when you make the original booking. Refunds under these circumstances can only be requested by calling our contact centres.
- You will be billed in the currency your fare is quoted in. Your bank and card issuer may apply additional fees for credit card transactions originating from some countries e.g. South Korea (Foreign Transaction Fee).
- Terms and conditions apply

[Back](#) [Make booking](#)

[Start again](#)

SafeKey MasterCard Verified by VISA

**Useful links**

- [Our security policy](#)
- [Our privacy policy](#)
- [How your data is used](#)
- [Our eehoy calculator](#)
- [Information about Verified by Visa and MasterCard SecureCode](#)
- [What is American Express SafeKey](#)
- [Our conditions of carriage](#)
- [Online customer support information](#)

## Confirmation page

### Acceptance criteria

- i. Is the user presented with a confirmation success message confirming your booking changes?
- ii. Does the confirmation message provide information on Avios and Money refunds (Figure 22)?
- iii. For household account, does this confirmation message provide information to the user that Avios will be distributed amongst household members?
- iv. For money refunds, does the confirmation message provide the number of days required to process the refund along with card number where the refund will be made?
- v. Is the user presented with masked card number in compliance with PCI rules?
- vi. Is the user provided with new booking reference?
- vii. Is the user informed where the confirmation email is sent?
- viii. For confirmation messages, not resulting from cancellation, is the user not presented with messaging confirming auto refund of ancillaries.
- ix. Is the user presented with a very important message providing details on paid meals, seats and baggage (Figure 23)?
- x. Is the user informed of the next steps for ancillaries he has purchased?
- xi. Is the user provided with a summary of flights as per Axshare?

### Accessibility Criteria

- i. Are all pre Phase 2B -Servicing accessibility checks in place?
- ii. Have all new changes to the Select changes page been implemented adhering to AA compliance for accessibility?
- iii. Have all accessibility changes proposed in the Accessibility plan been implemented?

### Copy changes

- i. Have all copy changes been added as per content matrix and/or Axshare?  
**Copy changes expected:** Confirmation message and some generic copy for Ancillaries if there is no customisation  
(project cancelled hence no content matrix in place)

### Link to Axshare:

<http://ui1arx.axshare.com/#p=confirmation - with refunds>

<http://ui1arx.axshare.com/#p=confirmation - with ancillaries>

<http://ui1arx.axshare.com/#p=confirmation - hha with refunds>



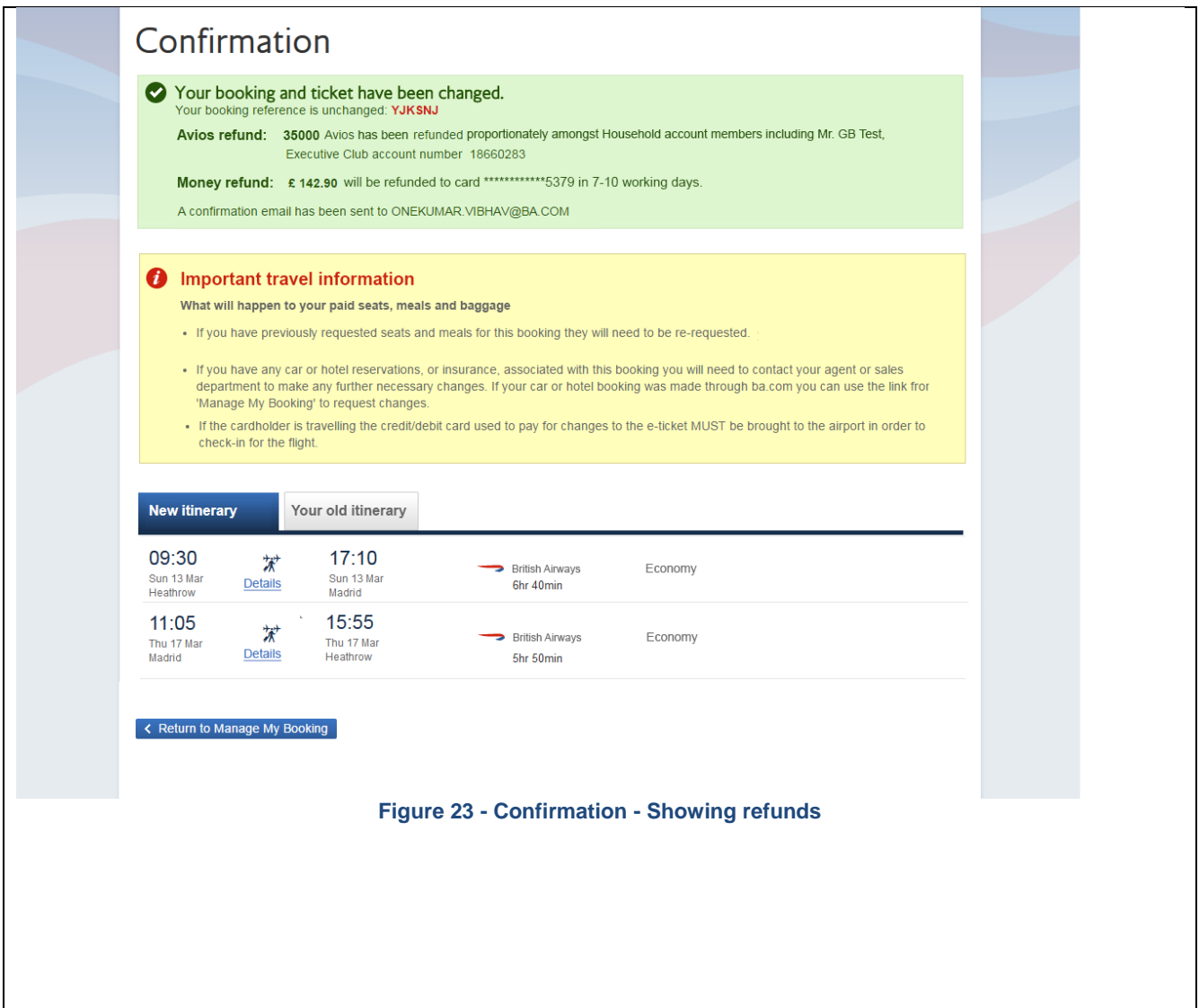


Figure 23 - Confirmation - Showing refunds

## Confirmation

**Your booking and ticket have been changed.**  
Your booking reference is unchanged: **YJKSNJ**

**Avios refund:** 35000 Avios has been refunded proportionately amongst Household account members including Mr. GB Test, Executive Club account number 18660283

**Money refund:** £ 142.90 will be refunded to card \*\*\*\*\*5379 in 7-10 working days.

A confirmation email has been sent to ONEKUMAR.VIBHAV@BA.COM

**Important travel information**

What will happen to your paid seats, meals and baggage

- If you have previously requested seats and meals for this booking they will need to be re-requested.
- If you have any car or hotel reservations, or insurance, associated with this booking you will need to contact your agent or sales department to make any further necessary changes. If your car or hotel booking was made through ba.com you can use the link for 'Manage My Booking' to request changes.
- If the cardholder is travelling the credit/debit card used to pay for changes to the e-ticket MUST be brought to the airport in order to check-in for the flight.

**New itinerary** | Your old itinerary

<b>09:30</b> Sun 13 Mar Heathrow	<a href="#">Details</a>	<b>17:10</b> Sun 13 Mar Madrid	British Airways 6hr 40min	Economy
<b>11:05</b> Thu 17 Mar Madrid	<a href="#">Details</a>	<b>15:55</b> Thu 17 Mar Heathrow	British Airways 5hr 50min	Economy

[Return to Manage My Booking](#)

Figure 24 - Confirmation - Showing Ancillaries

# Statements

## Acceptance criteria

- i. For a change of date and/or time, is the user presented with consecutive debit and credit entries in the recent transactions summarised statement (Figure 24)?
- ii. Are these transactions clearly labelled for payment and refunds?
- iii. Are these transactions numbered to provide ordering and to show that these are grouped as per Axshare designs?
- iv. Is the same presentation repeated for full statement view and recent transaction summary (Figure 25)??

## Accessibility Criteria

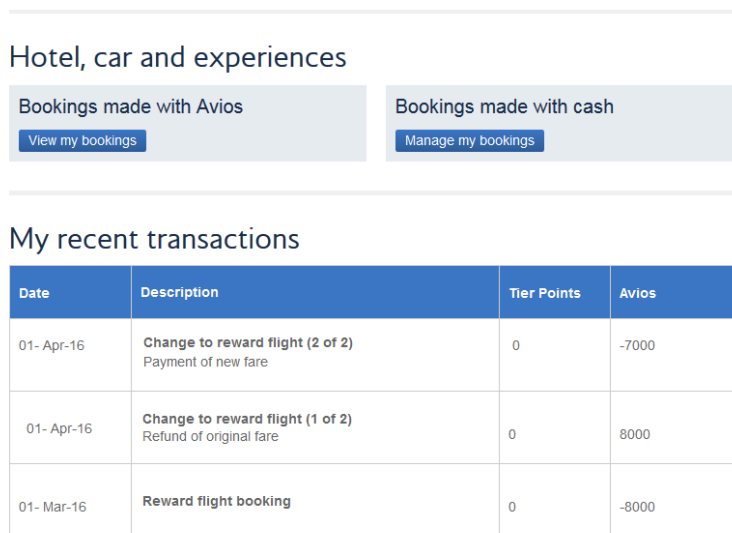
- i. Are all pre Phase 2B -Servicing accessibility checks in place?
- ii. Have all new changes to the Select changes page been implemented adhering to AA compliance for accessibility?
- iii. Have all accessibility changes proposed in the Accessibility plan been implemented?

## Copy changes

- i. Have all copy changes been added as per content matrix and/or Axshare?  
Copy changes expected: Already proposed in Axshare  
 (project cancelled hence no content matrix in place)

## Link to Axshare:

[http://ui1arx.axshare.com/#p=customer\\_statement\\_summary](http://ui1arx.axshare.com/#p=customer_statement_summary)  
[http://ui1arx.axshare.com/#p=customer\\_statement\\_detailed\\_view](http://ui1arx.axshare.com/#p=customer_statement_detailed_view)



**Figure 25 - Statements - Summary showing two transactions**

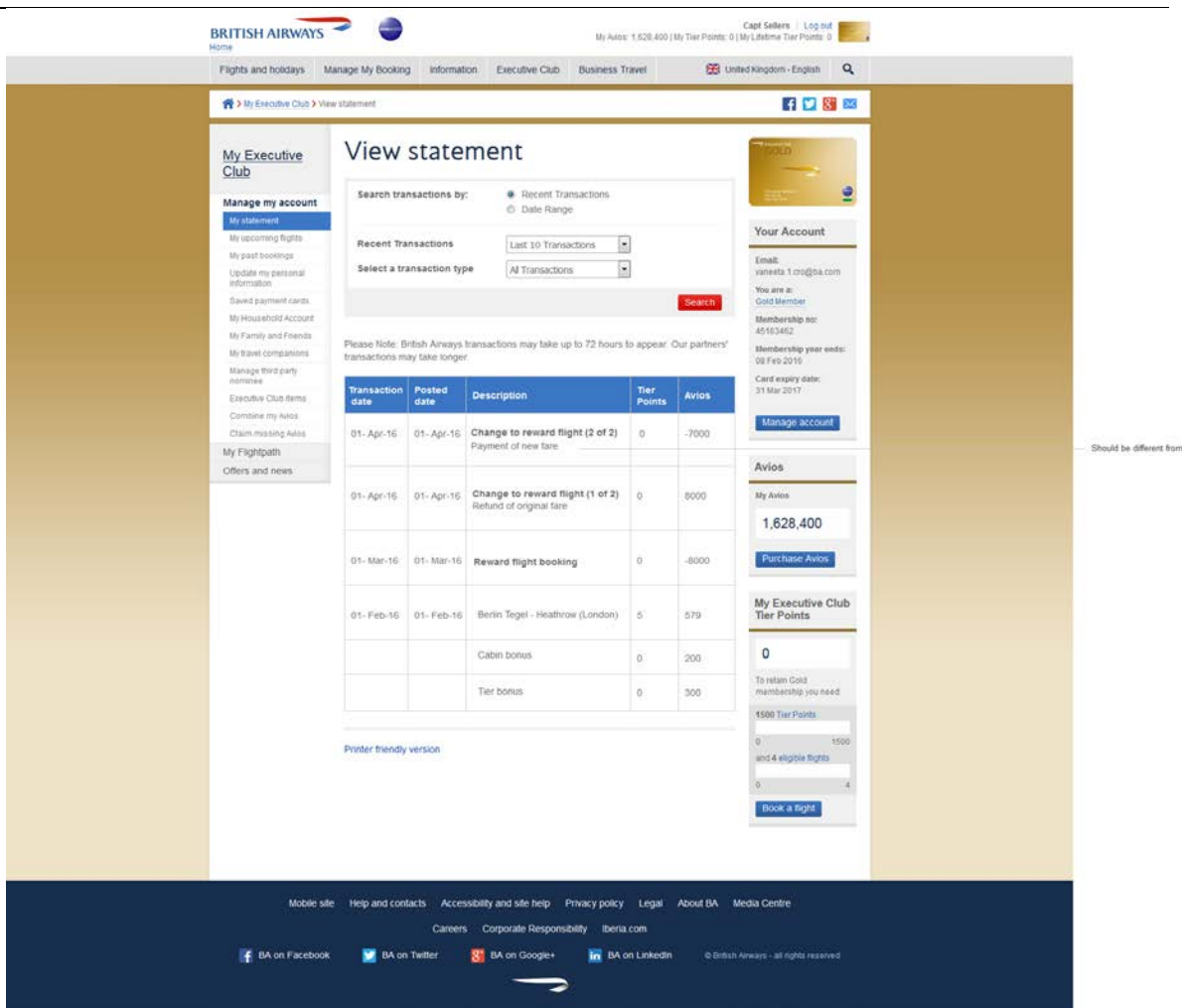


Figure 26 - Statements - Details showing two transactions

## E-Tickets / Emails

### Acceptance criteria

- i. For a change date/time, wherever relevant, is the user presented with an off-peak label identifying which part of the itinerary is off-peak?
- ii. Is the user presented with a combined payments total showing both Avios and money?
- iii. Is the user presented with a fare breakdown and fare details section?
- iv. Is the user presented with an itemised cost breakdown for fare breakdown section and details as and when required for the fare details section as per Axshare (Figure 26)?
- v. Does fare breakdown provide an itemised breakdown as per Axshare designs?
- vi. For a refund scenario, is the user presented with a new Refund Information pod?
- vii. Is the user informed why he's getting a refund?
- viii. Is the user presented with Avios and/or money refund values along with refund processing time?

- ix. For a refund scenario, is the user presented with an itemised fare breakdown and fare details section as per Axshare?
- x. For refunds, is the user presented with account information where refunds would be made?
- xi. For HHA refunds, is the user informed that Avios will be distributed amongst household members (Figure 27)?

### **Print and Email E-tickets within Manage My Booking**

- i. Is the user presented with print and email e-ticket option within the MMB section?
- ii. Does the print version of E-ticket provide the same breakdown as provided by desktop E-ticket?
- iii. Are both desktop and print e-tickets in sync in terms of presentation and information?

### **Accessibility Criteria**

- i. Are all pre Phase 2B -Servicing accessibility checks in place?
- ii. Have all new changes to the Select changes page been implemented adhering to AA compliance for accessibility?
- iii. Have all accessibility changes proposed in the Accessibility plan been implemented?

### **Copy changes**

- i. Have all copy changes been added as per content matrix and/or Axshare?  
**Copy changes expected:** Swapping labels, title change, refund pod labels, Avios refund copy with HHA (Household account)  
(project cancelled hence no content matrix in place)

### **Link to Axshare:**

<http://ui1arx.axshare.com/#p=proper - date time change - refunds>

<http://ui1arx.axshare.com/#p=date time change - refunds - hha>

<http://ui1arx.axshare.com/#p=date time change - additional payment>

**BRITISH AIRWAYS**

## Your e-ticket receipt

Dear Customer, Booking reference: **261MCI**

Ticket type: e-ticket

This is your e-ticket receipt. You'll find a link in our system you will receive a paper ticket for your booking.

---

### What to do next

Use Manage My Booking and your "Your Itinerary" to discover handy up-to-date summary of your booking. We suggest you take this with you on your trip, as some information may not be in a printed flight itinerary.

Please check the details of the terms purchased are correct. If you have made a mistake, you may contact us before booking and claim a refund without penalty, up to 24 hours from when you make the original booking. Booked under these circumstances will be refunded by calling our contact centres.

[View information](#)

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

- ✓ Valet parking**  
Drive straight to the terminal door. Have your car parked for you and then returned to you when you arrive back.
- ✓ Generous baggage allowance**  
Take all advantage of your free allowance on your British Airways specified flights, of 2 hand baggage items and one checked bag. Find out exactly what your baggage allowance is.
- ✓ Online check-in opens 24 hours before your flight departs**  
Choose your seat early, print or download your boarding pass and speed through the airport when you check in online. Try our 24 hours online departure.
- ✓ Check passports and visas**  
Use our handy's free passport and visa check. You can also buy these to organise passports and visas for you to go.

This is only a selection of the services available for you in Manage My Booking. To see 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 read forward this email if you need the recipient to access your booking and the related services.

[Manage my booking](#)

---

### Your itinerary

<b>BA0175</b> British Airways World Traveller Comfort	
7 Apr 2018	7 Apr 2018
09:50	12:20 <b>(DIF PCW)</b>
From London (LHR)	to Los Angeles (LAX) (New York)
To arrival	Terminal 7

Passenger: MR THRO ADULT

### Checked baggage

For your baggage allowance, please read Manage My Booking on the link provided above.

If no baggage allowance is shown in Manage My Booking, please try again later.

[View British Airways baggage information](#)

[Request Changes](#)

### Disability and mobility assistance

Please contact us if you have a disability so that we can give you the help you need. You can contact your air operator, both a wheelchair or mobility assistance at the airport and on the aircraft.

[Contact us](#)

---

### Payment information for all passengers

Ticket Number(s)	021 00 3031615				
Membership No	41141283				
Booking/Order Type	Avios & Money				
Card Type	Use Credit				
Card holder	DR SPLASH NINAGI SHAWPOSTALAWNTOFATE				
Payment Total for all passengers	<b>GBP 78.00</b>				
Payment Date	10 Feb 2018				
Flight tickets issued by	British Airways, UK				
ATA Number	91216541				
Endorsements	Not applicable (please refer any operational information to the carrier)				
Fare breakdown	<table border="1"> <tr> <td>Service fee</td> <td>GBP 10.00</td> </tr> <tr> <td>Total</td> <td><b>GBP 78.00</b></td> </tr> </table>	Service fee	GBP 10.00	Total	<b>GBP 78.00</b>
Service fee	GBP 10.00				
Total	<b>GBP 78.00</b>				
Fare Details					

*Related table will be available*

---

### Refund information

We have approved your booking and your new booking costs less than your old booking hence you are entitled to a refund.

Airline refunded	<b>GBP 85</b>						
Money	<b>GBP 48.00</b> (refund in 7-10 working days)						
Fare breakdown	<table border="1"> <tr> <td>Fare</td> <td>(refund) GBP 100.00</td> </tr> <tr> <td>Taxes, fee and carrier charges</td> <td>(to pay) GBP 10.00</td> </tr> <tr> <td>Total</td> <td><b>(refund) GBP 88.00</b></td> </tr> </table>	Fare	(refund) GBP 100.00	Taxes, fee and carrier charges	(to pay) GBP 10.00	Total	<b>(refund) GBP 88.00</b>
Fare	(refund) GBP 100.00						
Taxes, fee and carrier charges	(to pay) GBP 10.00						
Total	<b>(refund) GBP 88.00</b>						
Fare Details	The price of your ticket includes taxes, and if applicable, a carrier charge per sector, based on the carrier. All taxes, fees and charges will be specified by the member (not British Airways).						

*View Table below*

*Fare breakdown*

*Airline refund*

Airline refunds: Airline refunded to Air GBP 85 (Credit Card Account number: AA53210)

Please note that an amount of up to 10% of the total value of the ticket will be charged to the card used for the booking, where applicable, if you wish to change the date or time of your flight, to cancel your booking, the cost of doing so will generally be lower on the date that you call the phone or at a ticket desk. Service charges will be subject to change. If you have the details and a fee on the current charges, please read.

[View Flight Service Fees](#)

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 contact prevention and to protect and defend our British Airways email system.

British Airways Plc is a public limited company registered in England and Wales. Registered number: 1177777. Registered office: Waterside, PO Box 362, Harmondsworth, West of London, Middlesex, EN9 1DT, UK.

Figure 27 - E-ticket with Refund pod

## Your e-ticket receipt

Dear Customer, Booking reference: **258WCK**

Ticket type: **inflect**

This is your e-ticket receipt. Your ticket is held in our systems; you will receive a paper ticket for your booking.

---

**What to do next**

Visit [Manage My Booking](#) and go to 'Your Itinerary' a customer-friendly up-to-date summary of your booking. We suggest you take time with you in your trip, as some activities will need to be a printed flight itinerary.

Please see the details of the terms purchased on our contract. If you have made a mistake, you may cancel your flight booking and obtain a refund within 7 days of departure when you make the initial booking. It is important that these circumstances can only be resolved by calling our contact centres.

[View information](#)

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

- Yacht parking**  
Give us a call to the terminal desk, have your car parked for you, and then returned to you when you arrive back.
- Generous baggage allowance**  
Take full advantage of your free allowance on your British Airways operated flights. 2 hand luggage items and one checked bag. Find out exactly what your baggage allowance is.
- Online check-in opens 24 hours before your flight departs**  
Choose your seat early, print or download your boarding pass and speed through the airport when you check in online. Book 24 hours before departure.
- Check passports and visas**  
Use Your eReceipts free passport and visa check. You can also pay them to organize passports and visas for you too.  
This is only a selection of the services available for you in Manage My Booking. To see more, 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 wish the recipient to access your booking and the related services.

**Manage my booking**

---

**Your itinerary**

BA0175 British Airways   WAG Travel   Confirmed	
7 Apr 2018	7 Apr 2018
09:50	12:20 <span style="color: red;">OK FLY</span>
Heathrow (London) <small>(Terminal 5)</small>	John F. Kennedy (NY) (New York) <small>(Terminal 4)</small>
Passenger: MR THED ADULT	

Of your own volition

**Checked baggage**

For your baggage allowance, please visit [Manage My Booking](#) via the link provided above. If no baggage is shown in [Manage My Booking](#) please see your agent later.

[View baggage information](#)

**Baggage charges**

**Disability and mobility assistance**

Please contact us if you have a disability so that we can give you the help you need. You can contact us at [airlinehelp](#), back a while slot or an mobility assistance at the airport and order a wheelchair.

[Contact Us](#)

---

**Payment Information for all passengers**

Ticket Number(s)	431-8330-9-0810	
Membership No.	43144293	
Membership type	Avios & Money	
Card Type	Visa Credit	
Card Holder	DR SALMAN KUMAR BHAWANTEEHWAMTKEASTE	
Payments Total for all passengers	<b>GBP 73.00</b>	
Payment Date	16 Feb 2018	
Flight tickets issued by	British Airways, UK	
ATA Number	0140644	
Endorsements	*Yr valid against restrictions may apply (checked) refer to the contract	
Fare breakdown	Invoice fee	GBP 10.00
	Total	GBP 73.00

Confirmed Avios and Money amount of booking from separate

---

**Refund Information**

We have refunded your booking and your new booking costs less than your old booking hence you are entitled to a refund.

Avios refunded	<b>800</b>	
Money	<b>GBP 88.00</b> (refunded in 7-10 working days)	
Fare breakdown	Fare	(refund) GBP 100.00
	Taxes, fee and carrier charges	(to pay) GBP 12.00
	Total	(refund) <b>GBP 88.00</b>

Fare breakdown

**Fare Details**  
The price of your ticket includes a security and insurance surcharge and a carrier imposed charge per sector booked by the carrier. All taxes, fees and charges to be payable by the passenger (not British Airways).

**Avios refunds:** Avios refunded proportionally amongst household members including for (a) Tier Level (b) Account number. A40201

Avios refund info

---

Please note that we do not refund tickets that are either on or off our UK flights. 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 the same date as the fare shown on a ticket book. Service charges are indicative charges. For further details and to see the current charges, please visit [British Airways](#).

[View Flight Service Fees](#)

**Yours sincerely,**  
**British Airways Customer Services**

British Airways, may receive email traffic data and alert the content of emails, where permitted by law, for the purposes of security and anti-fraud and in certain events or to deal with a customer one of the British Airways email system.

British Airways, is a public limited company registered in England and Wales. Registered number: 1177177. Registered office: Watnood, PO Box 363, Hemsleydown, West Dorset, Middleswar, Dorset, UK B20 0SD

Figure 28 - E-Ticket – Refund for Household accounts

**BRITISH AIRWAYS**

## Your e-ticket receipt

Dear Customer, Booking reference: **269MDI**

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.

---

**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:

- Valet parking**  
 Drive straight to the terminal car park, have your car parked for you, and then returned to you when you arrive back.
- Generous baggage allowance**  
 Take full advantage of your free allowance on your British Airways operated flights. Of 2 hand baggage items and one checked bag. Find out exactly what your baggage allowance is.
- Online check-in opens 24 hours before your flight departs**  
 Choose your seat, print or download your boarding pass and speed through the airport when you check in online, from 24 hours before departure.
- Check passports and visas**  
 Use Your Certificate to see passport and visa check. You can also pay them to organise passports and visas for your trip.

This is only a selection of the services available for you in Manage My Booking. To see these, or to see what else is available please click [here](#).

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**

<b>BA0178</b> British Airways   World Traveller   Confirmed	
7 Apr 2018 09:50 Heathrow (London) Terminal 5	7 Apr 2018 12:00 <b>OFF-FLIGHT</b> John F. Kennedy (NY) (New York) Terminal 7
Passenger: MR THRO ADULT	

*Off peak load added*

**Checked baggage**

For your baggage allowance, please visit [Manage My Booking](#) via the link provided above. If no baggage allowance is shown in [Manage My Booking](#), please try again later.

[British Airways baggage information](#)

[Baggage charges](#)

**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](#)

**Payment Information for all passengers**

Ticket Number(s)	125-85309166-18	
Membership No	251442783	
Redemption Type	Avios & Money	
Card Type	Visa Credit	
Card Holder	DR SALAM FAWAZI ENAMAST ENAMAST EASTE	
Payments Total	<b>801 Avios + GBP 76.44</b>	
Payment Date	10 Feb 2018	
Flight tickets issued by	British Airways Ltd	
IATA Number	31136546	
Endorsements	*with redemptions/restrictions may apply/restricted refundable	
Fare breakdown	Service fee	GBP 10.00
	Taxes, fees and carrier charges	GBP 6.44
	<b>Total</b>	<b>GBP 16.44</b>
Fare details	The price of your ticket includes a security and insurance surcharge and a carrier imposed charge per sector levied by the carrier. All taxes, fees and charges are to be paid by the member (not British Airways).	

*Combined Avios and Money instead of keeping them separate*

Please note that air travel is not subject to VAT, therefore we do not issue a VAT receipt where applicable. If you wish to change the date or time of your flight, or cancel your booking, the cost of change will generally be lower on us.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:

[Reward Flight Service Fees](#)

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 e-mail system.

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Figure 29 - E-Ticket - Additional payment



## Make Booking – Price Quote

### Acceptance criteria

#### Price Breakdown

- i. Is the user presented with the new price breakdown table as per Axshare designs?
- ii. Is the user presented with the Avios and breakdown per passenger type as per existing functionality?
- iii. If an eligible user selects a reward flight saver journey, is the user presented with Reward flight saver fee

#### Change and refund rules

- i. Is the user presented with the change and refund rules pod as per Axshare?
- ii. Is the user presented with updated rules removing change restrictions for Full Avios bookings?

#### Accessibility Criteria

- i. Are all pre Phase 2B -Servicing accessibility checks in place?
- ii. Have all new changes to the Select changes page been implemented adhering to AA compliance for accessibility?
- iii. Have all accessibility changes proposed in the Accessibility plan been implemented?

#### Copy changes

- i. Have all copy changes been added as per content matrix and/or Axshare?  
**Copy changes expected:** Labels example “Fare” (requires legal check), RFS savings (project cancelled hence no content matrix in place)

#### Link to Axshare


<http://ui1arx.axshare.com/#p=price quote - standard booking>

<http://ui1arx.axshare.com/#p=price quote - voucher donation>

<http://ui1arx.axshare.com/#p=price quote - rfs booking>

<http://ui1arx.axshare.com/#p=rfs savings modal>

<http://ui1arx.axshare.com/#p=price quote - rfs and taxes both 1>


Book with Avios points

### Your price quote

**Avios price options** Your Avios: 90,506,877    Your household Avios: 90,512,512

How many Avios do you want to use for your flight?

- 9000 Avios + £ 36.00
- 8000 Avios + £ 75.51
- 7200 Avios + £ 89.51
- 6400 Avios + £ 99.51
- 5600 Avios + £ 105.51
- 5000 Avios + £ 115.51

Price breakdown	Adult	Inclusive total <sup>1</sup> Adult
Avios	9000	9000
Money	£0.00	£0.00
<b>Reward Flight Saver fee</b>	£35.00	<b>£35.00</b>
<b>Total</b>		<b>9000 Avios + £35.00</b>

\* The price of your ticket may include a fuel surcharge per flight levied by the carrier

[More details](#)  
[Conditions of carriage](#)

**?** Details of your baggage allowance and any applicable charges are lower down this page

### Your flights

**Outbound - Friday 22 May 2016**

06:50 22 May	09:02 22 May	Heathrow (London)	Orly (Paris)	BA0302	British Airways	Euro Traveller
--------------	--------------	-------------------	--------------	--------	-----------------	----------------

**Inbound - Sunday 28 June 2015**

08:15 28 Jun	08:35 28 Jun	Orly (Paris)	Heathrow (London)	BA0331	British Airways	Euro Traveller
--------------	--------------	--------------	-------------------	--------	-----------------	----------------

[Change flights](#)

[Your baggage allowances](#) show +

[More information about your flights](#) show +

### Donate

**Changing Lives: One Child at a Time**

Flying Start is our global charity partnership with Comic Relief UK. Together we aim to transform the lives of children living unpredictably tough lives in the UK and around the world.

**£2 could feed a child orphaned by HIV/AIDS in Kenya for one day.**

[More information](#)

Flying Start is support of Comic Relief, registered charity, 1047615 (England/Wales), 10039730 (Scotland)

**Donate to Flying Start**

No thanks

£2

£5

£10

£19

Other amount: £

**Climate action**

Join us in acting on climate change by supporting local renewable energy projects in the UK.

Our climate action plan also includes introducing low carbon taxis and calling for tough new emissions limits on aviation CO2.

[More information](#)

All donations will be paid to Pure the Green Planet Trust (registered charity No. 1112248)

**Donate to UK climate projects**

No thanks

£3

£5

£10

£19









Other amount: £

### Terms and conditions

- Avios quotes shown are applicable to the class and route selected
- All taxes, fees and charges to be paid by the Member (not British Airways) except for **flexible flight saver** bookings, where all taxes, fees and charges are paid by British Airways
- Reward bookings are subject to availability and cannot be waitlisted
- A fee will apply for date and time changes and cancellations, an additional fee may also apply for changes and cancellations made with your local service centre. [Find out more about service fees](#)
- For bookings cancelled within 24 hours of departure where the member has paid the taxes, fees and charges, these will be refunded to the original form of payment. No other cash will be refunded. Avios will not be refunded.
- Changes to the date and time of flights can only be made up to 1 full day before outbound departure.
- A change to both date and time of flight in one contact constitutes just one change.
- Changes in names within the booking are not permitted.
- Bookings with e-ticket: Changes that require re-issuance can only be made up to 72 hours before departure.
- For bookings cancelled up to 1 full day before outbound departure, a charge may be levied. All Avios will be re-credited to the member's account and cash will be refunded.

**Conditions of use**

- Passenger baggage must not contain any articles or substances that may present a danger during transport, including those shown below. Some exceptions apply.

[Download our guide to dangerous goods \(PDF, 26 KB, English only\)](#)

I agree to be bound by the terms and conditions above, the fare conditions and the [general conditions of carriage](#) applicable to my flight(s).

I agree that I have read and understood the forbidden articles and substances list above.

I agree that the personal data, which has been provided to British Airways in connection with this booking, may be passed to government authorities for border control and aviation security purposes.

**I agree to the terms and conditions**

[Start again](#)
[Continue to payment page >](#)

Figure 30 - Make Booking - Price Quote with Reward Flight Saver

BRITISH AIRWAYS 
Book with Avios points

## Your price quote

Avios price options
Your Avios: 99,520,877    Your Household Avios: 99,512,312

How many Avios do you want to use for your flight?

- 1000 Avios + £ 65.51
- 8000 Avios + £ 75.51
- 7000 Avios + £ 85.51
- 6000 Avios + £ 95.51
- 5000 Avios + £ 105.51
- 5000 Avios + £ 115.51

Price breakdown	Adult	Inclusive total 7 Adults
Avios	400	800
Money	£0.00	£0.00
Taxes, fees and carrier charges	£65.51	£65.51
Flying start donation		£10.00
2 Gold upgrade vouchers used		
<b>Total</b>		<b>800 Avios + £75.51</b>

\* The price of your ticket may include a fuel surcharge per flight levied by the carrier.  
[View details](#)  
[Conditions of carriage](#)

Details of your baggage allowance and any applicable charges are lower down this page

### Your flights

**Outbound - Friday 22 May 2015**

06:50 ZZ May	09:05 ZZ May	Heathrow (LONDON)	Orly (PARIS)	BAW332	British Airways	Start Transfer
--------------	--------------	-------------------	--------------	--------	-----------------	----------------

**Inbound - Sunday 28 June 2015**

06:15 28 Jun	08:35 28 Jun	Orly (PARIS)	Heathrow (LONDON)	BAW331	British Airways	Start Transfer
--------------	--------------	--------------	-------------------	--------	-----------------	----------------

[Change flights](#)

[Your baggage allowance](#) view +

[More information about your flights](#) view +

### Donate

**Changing Lives: One Child at a Time**

Flying Start is our global charity partnership with Comic Relief UK. Together we aim to transform the lives of children living unsustainably poor lives in the UK and around the world.

**£2 could feed a child orphaned by HIV/AIDS in Kenya for one day.**

[More information](#)

Flying Start, in support of Comic Relief, registered charity 226568 (England/Wales) 0C318730 (Scotland)

**Donate to Flying Start**

No thanks

£2

£5

£10

Other amount:

[Add donation](#)

**Climate action**

Join us in acting on climate change by supporting local renewable energy projects in the UK.

Our climate action plan also includes introducing fuel-efficient aircraft, developing low-carbon fuels and calling for tough new international laws on aviation CO<sub>2</sub>.

[More information](#)

All donations will be payable to the Clean Planet Trust (Registered Charity No. 1112245).

**Donate to UK climate projects**

No thanks

£3

£5

£10

Other amount:

[Add donation](#)

### Terms and conditions

- Avios quotes shown are applicable to the class and route selected
- All taxes, fees and charges to be paid by the Member (not British Airways), except for **Reward Flight Saver** bookings where, all taxes, fees and charges are paid by British Airways.
- Reward bookings are subject to availability and cannot be waitlisted.
- A fee will apply for date and time changes and cancellations, an additional fee may also apply for changes and cancellations made with your local service centre. [Find out more about service fees](#)
- For bookings cancelled within 24 hours of departure where the member has paid the taxes, fees and charges, these will be refunded to the original form of payment. No other cash will be refunded. Avios will not be refunded.
- Changes to the date and time of flights can only be made up to 1 full day before outbound departure.
- A change to both date and time of flight in one contact constitutes just one change.
- Changes to names within the booking are not permitted.
- Bookings with e-tickets: Changes that require ticket re-issuance can only be made up to 72 hours before departure.
- For bookings cancelled up to 1 full day before outbound departure, a charge may be levied. All Avios will be re-credited to the member's account and cash will be refunded.

**Conditions of Use**

- Passenger baggage must not contain any articles or substances that may present a danger during transport, including those shown below. Some exceptions apply.

[Download our guide to dangerous goods \(PDF 28 KB, English only\)](#)

I agree to be bound by the terms and conditions above, the fare conditions and the [general conditions of carriage](#) applicable to my flight(s).

I agree that I have read and understood the forbidden articles and substances list above.

I agree that the personal data, which has been provided to British Airways in connection with this booking, may be [passed to government authorities](#) for border control and aviation security purposes.

[Start again](#)
Continue to payment page >

Figure 30 - Make Booking - Price Quote with donation and voucher

## Cancel Booking

### Acceptance criteria

- i. Is card validation section removed /updated as per PCI guidance? (Figure 31 - Cancel Booking - Card Validation)
- ii. For all Paypal and card payment refunds, is the user presented with refund calculation and breakdown?
- iii. For Paypal bookings only, based on set business rules, are some users directed to offline processing while others are processed online providing a complete refund breakdown.

### Calculate refund page (Figure 32 - Cancel Booking - Calculate refund)

- i. Is the user presented with a summary of flights eligible for a refund?
- ii. Is the user presented with a total Avios and money refund amounts?
- iii. Is the user provided informed whether cancellation fee is included or not?
- iv. Is the user provided with a refund breakdown link?
- v. Does the refund breakdown link provide the user with a breakdown table?
- vi. Is the user presented with itemised cost breakdown per passenger type?
- vii. Is the user presented with refund information and rules?
- viii. Is the user informed of the card where refund will be made?
- ix. Is the user presented with email confirmation pod asking to verify or provide an additional email?
- x. Is the user presented with a call to action confirming cancellation?

### Confirmation page (Figure 33 - Cancel Booking - Confirmation)

- i. Is the user presented with a confirmation message confirming a refund of Money and Avios?
- ii. Has the user been informed where and when the money refund will be made?
- iii. For household accounts is the user informed of the distribution of Avios amongst household members?
- iv. Is the user presented with summary of flights cancelled?
- v. Is the user presented with a very important message providing information on ancillaries and their refunds?

### Accessibility Criteria

- i. Are all pre Phase 2B -Servicing accessibility checks in place?
- ii. Have all new changes to the Select changes page been implemented adhering to AA compliance for accessibility?
- iii. Have all accessibility changes proposed in the Accessibility plan been implemented?

### Copy changes

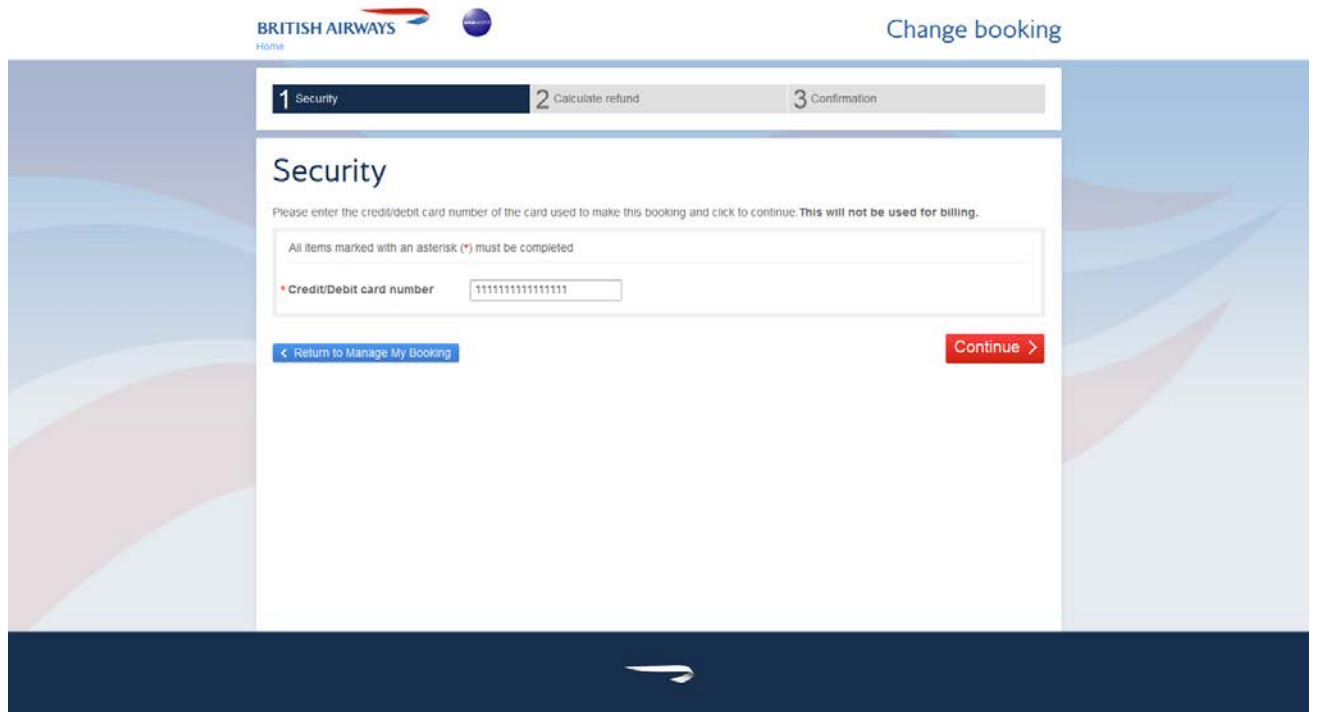
- i. Have all copy changes been added as per content matrix and/or Axshare?  
**Copy changes expected:** Confirmation message, Labels  
(project cancelled hence no content matrix in place)

**Link to Axshare**


[http://ui1arx.axshare.com/#p=card\\_verification](http://ui1arx.axshare.com/#p=card_verification)

[http://ui1arx.axshare.com/#p=calculate\\_refund](http://ui1arx.axshare.com/#p=calculate_refund)

<http://ui1arx.axshare.com/#p=confirmation>



**Figure 31 - Cancel Booking - Card Validation**



BRITISH AIRWAYS  
Home

Change booking

1 Security
2 Calculate refund
3 Confirmation


## Calculate refund

### Flights eligible for refund

Mr GB Test
Booking reference: 22IUYP

**11:05**  
Tue 15 Mar  
Madrid

**15:55**  
Tue 15 Mar  
Newcastle



British Airways  
5hr 50min

Economy

### Total refund

Avios refund: **800 Avios**

Money refund: **£70.00** (including cancellation fee)

[Hide refund breakdown -](#)

Refund breakdown	Adult	Inclusive total <small>2 Adults</small>
Avios	400	(refund) <b>800</b>
Fare	£70.00	(refund) <b>£100.00</b>
Taxes, fees and carrier charges	£20.00	(refund) <b>£40.00</b>
Cancellation fee (to pay)	£35.00	(to pay) <b>£70.00</b>
<b>Total refund to customer</b> (Money refunded in 7-10 working days)		<b>800 Avios + £70.00</b>

### About your refund


- Your booking will be refunded to the credit/debit card used to pay for the initial booking: \*\*\*\*\*5379
- The value will appear on the credit/debit card account in the near future
- If this card is billed in a currency other than GB Pounds, then the refund will be subject to the exchange rates and charges levied by your card issuer. [Currency calculator](#)
- If your account has not been debited yet, BA will void the transaction and you will not be charged for this booking
- Avios and any applicable vouchers will be refunded to your account

Your refund confirmation will be sent to **GULSHAN.KUMAR.SHARMA@BA.COM**  
If this is incorrect or you wish to send your refund confirmation to an additional email address please enter this below:

Additional email address (optional)

Confirm email address

← Return to Manage My Booking
Confirm cancellation >



**Figure 32 - Cancel Booking - Calculate refund**

BRITISH AIRWAYS Home

Change booking

1 Security 2 Calculate refund 3 Confirmation

### Confirmation

✔ **Your booking and ticket have been changed.**  
Your booking reference is unchanged: **YJK8NJ**  
**Avios refund:** 35000 Avios has been refunded to Mr GB Test, Executive Club account number 16660283  
**Money refund:** £ 142.90 will be refunded to card \*\*\*\*\*5379 in 7-10 working days.  
A confirmation email has been sent to ONEKUMAR.VIBHAV@BA.COM

#### Your cancelled flights

Mr GB Test Booking reference: 22IUYP

11:05 Tue 15 Mar Madrid	15:55 Tue 15 Mar Newcastle	British Airways 5hr 50min	Economy
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**! Hotel, car rental and insurance bookings**  
If you have any car or hotel reservations, or insurance associated with this booking, please do one of the following:

- For car rental, hotel bookings or insurance policies paid for with cash please contact us if you made the booking with British Airways directly, or the travel agent who made your booking.
- For car or hotel bookings made with Avios, please go to "View my bookings" and cancel your booking there.

[Executive Club home](#)  
[Go to Manage My Booking](#)

Figure 33 - Cancel Booking - Confirmation

## Cancel Booking - Emails

### Acceptance criteria

- i. For all Paypal and card refunds, is the user presented with an email confirming Avios and Money cost breakdown as per Axshare?
- ii. Is the user provided with the new refund table/ pod highlighting a fare breakdown and details?
- iii. Is the user informed when Avios will be refunded?
- iv. Are both text and html versions in sync when providing refund breakdowns?

### Accessibility Criteria

- i. Are all pre Phase 2B -Servicing accessibility checks in place?
- ii. Have all new changes to the Select changes page been implemented adhering to AA compliance for accessibility?
- iii. Have all accessibility changes proposed in the Accessibility plan been implemented?


### Copy changes

- i. Have all copy changes been added as per content matrix and/or Axshare?  
**Copy changes expected:** new refund table labels  
(project cancelled hence no content matrix in place)

### Link to Axshare

[http://ui1arx.axshare.com/#p=cancellation\\_all\\_cards\\_and\\_paypal](http://ui1arx.axshare.com/#p=cancellation_all_cards_and_paypal)



 The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.

## Booking cancellation

Dear Customer,

Booking reference: **44IHM3**

Your British Airways flight booking has been cancelled on ba.com.

### Cancelled booking details

<b>Passengers</b>	MR GB TEST
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<b>Ticket Number(s)</b>	125-8540020049
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### Refund Information for all passengers

<b>Avios refunded</b>	<b>800</b>	
<b>Money</b>	<b>GBP 65.00</b> (refunded in 7-10 working days)	
<b>Fare breakdown</b>	Fare	(refund) GBP 0.00
	Taxes, fees and carrier charges	(refund) GBP 100.00
	Cancellation fee	(to pay) GBP 35.00
	<b>Total</b>	<b>(refund) GBP 65.00</b>
<b>Fare Details</b>	The price of your ticket includes a security and insurance surcharge and a carrier imposed charge per sector levied by the carrier. All taxes, fees and charges are to be paid by the member (not British Airways).	

New table

Avios refunds: Avios refunded to Mr GB test Exec Club Account number : A453210

### Avios points information

800 Avios points will be refunded to your account within 24 hours.

Go to view your statement on ba.com to check your balance.

<http://ba.com/travel/viewaccount?eid=106011>

### Have you also booked hotel, car or insurance?

Ticket cancellation does not cancel any products associated with this booking such as car or hotel reservations, or insurance. You will need to contact your local service centre to make any further changes.

### How to contact us

For information regarding the Avios points refund, please contact your dedicated Executive Club Service Centre

<http://ba.com/travel/custsp>

We try to offer you as full a service as possible, but we are unable to respond to individual replies to this email.

If you do have any queries please:

[Contact us](#)

Yours sincerely,

British Airways Customer Services

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**This is an automated email**

Please do not reply as emails received at this address will be automatically deleted.

**If you have received this email in error**

▣
Queries:
Notes: