

Tax, Sales Tax or equivalent, which will only be refunded on fully flexible tickets.

**In line with the fare rules, a refund of carrier imposed charges can be made on fully flexible tickets only with unused flights in your itinerary.

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

Yours sincerely,

British Airways Customer Services

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How to contact us

Although we are unable to respond to individual replies to this email we have a comprehensive section that may help you if you have a question about your booking or travelling with British Airways.

> [Help and contacts](#)

If you require further assistance you may contact us on:
0844 493 0787

If you have received this email in error

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Passenger notices

Dangerous articles in baggage

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



Oxidising Substances



Radioactive Material



Explosives



Toxic or Infectious Substances



Gases



Corrosives



Flammable Substances

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

> [More information on dangerous articles in baggage is available here](#)

> [More information on Security Prohibited Items \(PDF, 29 kb, English only\)](#)

Notice

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