

British Airways Customer Service: Complete Guide to British Airways Support (2026)

When you need help with flight bookings, cancellations, baggage, refunds, seat selection, or special assistance, British Airways offers several official customer support channels to resolve your concerns quickly and securely. **Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).**

This updated 2026 guide explains:

- How to contact British Airways customer support
- Official phone and live chat options
- Refund and cancellation assistance
- Baggage claim support
- Help for international travelers
- Airport and in-person assistance
- Frequently asked questions

How to Contact British Airways Customer Service

British Airways primarily provides customer support through its official website and mobile app.

1. British Airways Official Website Support

The safest and most reliable way to get support is through: **Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).**

British Airways.com → Help Centre

From the website, you can:

- Manage bookings

- Change or cancel flights
- Request refunds
- Add baggage or seats
- Access live chat
- Submit complaints
- Get travel updates

The website is available 24/7 worldwide.

2. British Airways Live Chat Support

Live chat is one of the fastest ways to resolve booking issues. **Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).**

You can access it through:

- The British Airways Help Centre
- The British Airways mobile app

Live chat can assist with:

- Rebooking flights
- Schedule changes
- Flight delays
- Seat selection
- Travel documentation questions
- Refund status

Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).

Response times are typically faster than phone support, especially during peak travel seasons.

3. British Airways Phone Support

British Airways offers limited phone support depending on your location. Official contact numbers are listed only on the British Airways website under: **Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).**

Help Centre → Contact Us → Select Your Country

Always verify phone numbers directly on the official website to avoid scams.

4. British Airways Mobile App Support

The British Airways app (available for iOS and Android) provides:

- 24/7 self-service booking tools
- Live chat support
- Real-time flight updates
- Digital boarding passes
- Refund and change requests

For frequent travelers, the mobile app is the most efficient support tool.

British Airways Flight Changes

Flight changes are one of the most common customer requests.

How to Change a British Airways Flight

1. Log in to your booking
2. Click “My Bookings”
3. Select “Change Flight”
4. Review fare differences
5. Confirm changes

Change fees and fare differences may apply depending on your ticket type and travel dates.

British Airways Cancellation Policy

British Airways's cancellation and refund policies depend on fare type.

24-Hour Cooling-Off Period

In many regions, you may correct booking errors within 24 hours of purchase (terms vary by country). **Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).**

Non-Refundable Tickets

Most British Airways tickets are non-refundable. However, you may be eligible for:

- Refunds if British Airways cancels your flight
- Refunds for significant schedule changes
- Government tax refunds for unused tickets

Refund requests can be submitted through the Help Centre.

British Airways Refund Processing Time

Refund processing times typically are:

- Credit/Debit card refunds: 5–10 business days
- Other payment methods: Up to 20 business days

Processing time may vary depending on your bank.

British Airways Baggage Customer Service

If your baggage is delayed, damaged, or lost: **Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).**

At the Airport

Report the issue at the Baggage Desk before leaving the airport.

Online

Submit a baggage claim through the British Airways website. **Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).**

You may need:

- Boarding pass
- Bag tag receipt
- Property Irregularity Report (PIR) number

Compensation policies vary depending on route and international conventions.

British Airways Support for International Travelers

British Airways operates across Europe and select international destinations.

International travelers can access:

- Country-specific contact pages
- Local language support
- Online help services

Visit the Help Centre and select your country to view available options.

Airport Customer Support

At the airport, British Airways assistance is available at: **Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).**

- Check-in counters
- Boarding gates
- Baggage service desks

Airport support is ideal for:

- Same-day flight issues
- Boarding problems
- Missed flights
- Baggage concerns

Special Assistance Services

British Airways provides assistance for:

- Passengers with reduced mobility
- Wheelchair requests
- Medical equipment transport
- Traveling with infants
- Unaccompanied minors (restrictions apply)

Special services should be requested during booking or via “My Bookings.”

How to File a Complaint with British Airways

To submit a complaint:

1. Go to [British Airways.com](https://britishairways.com)
2. Visit the Help Centre
3. Select “Customer Service” or “Submit a Request”
4. Complete the online form

Common complaints include:

- Flight delays
- Refund delays
- Seating issues
- Customer service concerns

Responses are typically provided within several weeks.

Frequently Asked Questions

How do I speak to a live person at British Airways?

You can access live chat through the British Airways Help Centre or mobile app. Phone support availability varies by country. Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).

Is British Airways customer service available 24/7?

Online self-service tools are available 24/7. Live agent availability may vary by region.

How long does British Airways take to process refunds?

Most refunds are processed within 5–10 business days for card payments.

Can I cancel my British Airways flight for free?

Most British Airways tickets are non-refundable unless the airline cancels the flight or makes a major schedule change.

Does British Airways charge change fees?

Change fees and fare differences may apply depending on your fare type and route. **Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).**

How to Avoid Customer Service Scams

Due to increasing travel-related scams:

- Only use the official website: **British Airways.com**
- Download the official British Airways app
- Verify contact information through the Help Centre. Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).
- Avoid third-party websites claiming to offer “official support”
- Never share payment details on unverified platforms

Final Thoughts

British Airways provides comprehensive online customer support options, including: **Call at +1-877-658-0930 (US) or +44-203-376-3406 (UK).**

- 24/7 self-service tools
- Live chat assistance
- Mobile app management
- Airport-based support
- Online refund and baggage claim forms