

Advice for those affected by BA strike

British Airways pilots are due to begin a two-day strike at midnight.

Passengers have been advised not to go to airports and the airline says most have made alternative arrangements.

consumeradvice.scot is Scotland's new dedicated consumer advice service which provides advice, assistance and information to people on a range of consumer issues and concerns.

Marjorie Gibson, head of operations with consumeradvice.scot, said: "British Airways has emailed passengers whose flights are affected and the main advice if your flight has been cancelled is to not go to the airport.

"Scottish consumers have legal rights if their flight is cancelled.

"Passengers should be offered the choice of reimbursement for cancelled flights; alternate travel arrangements at the earliest opportunity under comparable transport conditions which includes flights on other airlines or a new flight at a later date at the passenger's convenience.

"BA has said more than 14 days' notice was provided in the vast majority of cancellations, so in these circumstances passengers will not be entitled to compensation.

"Passengers who have booked extra holiday elements such as hotels or car hire need to check if these are covered by their travel insurance, as it varies between policies.

"Our advisers are ready to offer free and impartial advice to anyone in Scotland affected by the strike."