

Standard error messages

7 May 2015 v1

Type	Error message	Variations
General error messages		
Generic system not responding	Sorry, there is a technical problem with our system at the moment and we cannot complete your request. Please try again later.	Sorry, there is a technical problem with our system at the moment and we cannot complete your request. Please try again later or <call your local British Airways office> [link to tel no].
Invalid date	Please enter a valid departure date in the format DD/MM/YY.	
Add destination	Please add your destination.	
Departure or arrival city not recognised	Sorry, we don't recognise the departure/arrival city. Please enter the full airport, city name or airport code. Find out where we fly [http://www.britishairways.com/en-gb/information/flight-information/our-route-network]	
No flights on chosen dates	Sorry, there are no flights operating to this destination on the dates you have entered. You can: - change the date and search again - view our <flight timetables> for more flights	
Booking reference	Please check your booking reference and enter the series of six letters and numbers.	
Duplicate booking process	You have started more than one booking process. Please close any other ba.com windows that you have open to avoid making a duplicate booking.	
Captcha entry	Your entry did not match the words displayed. Please try again.	
Outside 355 date range	You can only book flights up to 355 days in advance. Please select a date within that range and search again.	

Departure and destination are the same	Your departure and destination points are the same. Please choose a different destination and try again.	
Session timed out	Your session has timed out. Please start again.	Your session has timed out due to a long period of inactivity. Please start again.
No flights on chosen dates	Sorry, there are no [British Airways] flights available between <DEPARTURE> and <DESTINATION> for <DAY> <MONTH> <YEAR>. Please try another date.	
No transactions on account using search criteria	Sorry, there are no transactions on your account for the search criteria you have selected.	
Email address not recognised	Sorry, we don't recognise the email address you have entered. Please check and try again.	
BA and partners do not fly this route	Sorry, neither British Airways or our partners fly this route. Please try another destination. View our route network [link]	
Departure city not recognised	Sorry, we don't recognise your departure city. Please enter an airport or city name.	
Flights flown, booking not accessible	Sorry, you cannot access your booking because all the flights are in the past.	
Booking locked due to unsuccessful login attempts	Sorry, we have locked this booking because of too many unsuccessful log in attempts. Please try again in 24 hours or contact your local British Airways (link to ctc numbers) office or travel agent.	
Booking reference and name	Please check that you have entered your booking reference and the last name of the passenger.	
Booking reference description	Please check your booking reference and enter the series of six letters and numbers.	
Payment		
Card declined	Sorry, your transaction has been declined by your card issuer. Please use another card.	
Login errors		
Login error	Please login to access the page requested.	

Username and/or password don't match our system, or are wrong.	Sorry, we don't recognise your username/membership number or PIN/password, which are both case sensitive. Please check and re-enter.	
Login id, username not recognised	Sorry, we don't recognise your login ID. Please check and re-enter.	
Password not recognised	Sorry, we don't recognise your PIN/password which is case sensitive. Please check and re-enter.	
Password reset email sent	We have sent a password reset email to the address saved in your profile.	
Redemptions		
When 'To' OR 'From' fields not recognised.	Sorry, we don't fly this route. Please choose another city, or try searching by country or continent. See all routes on our Explorer Map [link]	
When 'To' AND 'From' fields not recognised.	Sorry we don't recognise your departure or arrival city. Please add: - where you're going 'From' by entering the city name - where you're going 'To'. See all routes on our Explorer Map [link]	
When 'To' AND 'From' fields are the same.	Your departure and destination points are the same. Please choose a different destination and try again.	
No connecting journeys	Sorry, we can't offer you flights for a connecting journey. You can only search for direct flights in Flight Finder at the moment. Search and book connecting flights [link to reward flight booking panel]	
Enter a valid departure date	Please enter a valid departure date in the format DD/MM/YY.	
Enter a valid return date	Please enter a valid return date in the format DD/MM/YY.	
	Your dates appear to be out of sequence. Please check and try again.	
Class not operated	Sorry, we do not operate the travel class you selected on this route. Please select a different travel class.	

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Max number of people per booking	You have exceeded the maximum number of 9 people for one booking on ba.com. Please change the number of people.	
Infants per adult exceeded	You must choose one adult per infant as each infant sits on an adult's lap. Please contact us [link] if you want to book your infant a seat of their own.	