

The partnership between Laithwaites Wine and British Airways is ending on 30 September 2022. After this date you'll no longer be able to collect or spend your Avios when ordering through The Wine Flyer, in association with Laithwaites Wine.

Account

Will my accounts still exist?

Your Laithwaites account will be unaffected. Please visit www.laithwaites.co.uk where your account remains active.

If you have any questions regarding your Laithwaites account, please contact Laithwaites customer services on 03330 148 168 or visit the contact page for other ways of getting in touch: <https://www.laithwaites.co.uk/jsp/customerservice/common/contactus.jsp>

Your British Airways Executive Club account will also be unaffected, you can find your British Airways Executive Club membership number within any emails you receive from British Airways.

Current and future orders

I currently collect Avios through a wine subscription with Laithwaites, what will happen to this?

Your wine subscription will continue, but you will not collect Avios for any payments made after 30 September 2022. If you have any questions about your wine subscription, please contact Laithwaites customer services on 03330 148 168 or visit the contact page for other ways of getting in touch:

<https://www.laithwaites.co.uk/jsp/customerservice/common/contactus.jsp>

What will happen to future orders with Laithwaites?

All future orders and payments will be fulfilled as normal however you will no longer collect Avios on any transactions that occur after 30 September 2022.

I have a current order through The Wine Flyer in association with Laithwaites wine, what does this news mean for me?

The Wine Flyer website will remain active until the 30 September after which please visit www.laithwaites.co.uk where your account remains active.

All orders made before 30 September 2022 remain unaffected, you can continue to collect or spend Avios up until this date.

If you make an order with Laithwaites after 30 September 2022, your order will be fulfilled as normal however you will not collect Avios.

Collecting Avios

Will I still be able to collect Avios when I spend with Laithwaites?

You'll be able to collect Avios with Laithwaites up until 30 September 2022, after this date you will no longer be able to collect Avios on any purchases made with Laithwaites.

If I place an order before 30 September 2022, will I receive Avios?

Yes, if you place an order at The Wine Flyer before 30 September 2022, you will collect Avios. Please allow 30 days to receive your Avios within your account.

You will not collect Avios on any Laithwaites purchases made after 30 September 2022.

Servicing and Returns

Can I return orders placed before 30 September after this date?

Yes, you can return your order as normal. Please contact Laithwaites customer services and they will make the necessary arrangements. Call 03330 148 168 or visit the contact page for other ways of getting in touch:

<https://www.laithwaites.co.uk/jsp/customerservice/common/contactus.jsp>

I redeemed my Avios on wine before 30 September 2022, if I return the order will I get my Avios back?

Yes, you can return your order as normal and you will receive your Avios back if your return is made within 30 days of your original order date. Please contact Laithwaites customer services to organise your return.

Call 03330 148 168 or visit the contact page for other ways of getting in touch:

<https://www.laithwaites.co.uk/jsp/customerservice/common/contactus.jsp>

I've ordered with you previously and my Avios were never awarded, can these be back dated?

If the order was made before 30 September 2022 and you have not received your Avios after 30 days, please visit https://www.britishairways.com/travel/retro/execclub/gf/en_gb?eld=107009 to raise a missing Avios query.

Spending Avios

Will I still be able to spend Avios on Laithwaites Wine purchases?

You'll be able to spend your Avios with Laithwaites up until 30 September 2022, after this date you will no longer be able to spend your Avios with Laithwaites.