

British Airways passengers stranded for up to 23 hours after latest technical glitch



London, November 21 (RHC)-- British Airways passengers have been left stranded across the globe for up to 23 hours as the company faced its fourth major system failure this year. The airline assured customers that its teams were working to “resolve a technical issue” which led to the worldwide problem, with transatlantic flights particularly hard hit. Almost every flight from the U.S. has been delayed by at least five hours.

BA has also yet to reveal the cause of previous glitches that left tens of thousands of people across the world stranded in July and August. Passengers left stranded in the U.S., Canada and Mexico this week were told by the airline that their “boffins are working on it,” with flights into UK airports including Heathrow and Gatwick worst affected.

“We are very sorry for the disruption to their travel plans. We are advising customers to check BA.com for the latest flight information and to ensure that contact details are up to date on their booking, so that we can provide the latest information,” the airline said in a statement on Thursday.

There were reports online of BA rebooking customers while many others were offered food vouchers and told to keep their refreshments receipts if they wished to be reimbursed. Passengers' frustration at the 'canned' responses their queries received was palpable as they flooded social media, demanding proper answers with actual information.

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