

BA plans big changes in the air and in lounges



Passengers can order food at the BA lounges with their mobile devices

[British Airways](#) worked with its catering providers to introduce new plant-based menus. The new menu will initially roll out across the airline's Heathrow lounges, before appearing on its US lounge menus.

The plant-based menu items, which includes a new burger, is part of several changes that passengers will see on the aircraft and in the lounges.

British Airways Heathrow will have new water stations in the lounges. Work also continues to remove single-use plastic across the airline, and all plastic water bottles in Heathrow lounges are being replaced with glass, which will be rolled out across the airline's UK lounges over the next month. Passengers in lounges can also continue to order food using their mobile device directly to their table, an initiative introduced by British Airways during the Covid pandemic which it has decided to keep.

Starting next month British Airways will move to the next phase of its dining experience. Passengers traveling in the airline's Club Europe cabin can expect new menus with more options. The airline is also working on the next phase of its long-haul catering.

Elsewhere, British Airways will continue to explore how technology can enhance the customer journey. The airline will be introducing a new baggage tracing system, allowing passengers to track their bag via their phone throughout their journey. From automated lounge entry to new digital signage across the airport, British Airways is focused on making the customer journey even more

seamless and stress free.

Passengers can also expect a few changes at check in with dedicated desks for World Traveller Plus and a reimagined Skyflyers program for children.

“We’re committed to ensuring we deliver a premium proposition for our customers throughout their journey with us and when we do so, we need to ensure that sustainability is at the heart of it,” said Tom Stevens, British Airways’ Director of Brand and Customer Experience, in today’s announcement. “We want to create an even better British Airways and know that we need to keep making changes to the customer experience with things like alternative menus, reducing plastics and introducing new technology to get us to where we want to be.”

Stevens added that British Airways is working on larger such as the rollout of Business Class seat, Club Suite.