

# VSbulletin

## VSbulletin – COVID-19 Flexibility for customers with existing bookings UPDATE 2

Further to our previous VSbulletins, to provide greater flexibility for customers with upcoming travel plans, Virgin Atlantic has introduced a policy to waive the change fee for flight changes for tickets with an original issue date **on or before 15 March 2020**.

This policy is available to customers that have a ticket originally issued **on or before 15 March 2020 for original dates of travel up to and including 31 May 2020**.

We realise that customers may be unsure of their new travel dates and this policy includes the option for customers to **retain the value of their ticket for use in the future**.

Ticket Issued Date	Original Travel Date	Affected Destination	Permitted Travel Period
On or before 15 March 2020	1 March 2020 – 31 May 2020	VS issued tickets from/to/through all destinations when travelling on a VS/VS* flight number	Travel can be rebooked 13 March 2020 – <b>30 April 2021</b>

Valid for customers with VS (932) tickets issued **on or before 15 March 2020** for original dates of travel up to **31 May 2020** and includes tickets that are usually non-changeable.

Customers may make one free of charge change only.

### Future Travel Rebooking Options:

#### 1) Rebook for travel up to 30 April 2021 - Customer knows which date they wish to travel

- Rebook travel in the same booking class. If original booking class is not available, rebook in the lowest available class in the same cabin. No change fee will be charged however additional fare difference applies. If the new quoted fare is lower than the originally ticketed fare, no refund of the difference will be given.
- Part travelled rebook is permitted on an earlier date and minimum stay restrictions will be waived.
- Where the itinerary includes connection to or from other airlines, rebook travel in the same booking class, or, if original booking class isn't available on connection, re-

 VSbulletin

book in the lowest available class in the same cabin. No change fee will be charged however additional fare difference applies.

- Rebooking onto an alternative connecting carrier will be subject to the fare rules as per CAT4 flight application. No change fee will be charged
- Where a change to outbound date occurs, return date may be changed to protect the original length of the trip within the permitted travel period.
- Update the SI field with the following information:

**SI CHANGES PER CORONAVIRUS SIT CHG FEE 04MAR20**

- Please reissue tickets to include “**FOC CHANGES PER CORONAVIRUS SIT CHG FEE 04MAR20**”.

Tickets must be re-issued and rebooked on/before revised travel date.

**2) Rebook for travel up to 30 April 2021 - Customer does not know which date they wish to travel**

- Should your customers be unsure of their new travel dates they can rebook up to and including 30 April 2021.
- Cancel the original booking prior to the departure of their first flight, **ensure the customers retain their E-ticket number** for future rebooking.
- Should the original documentation become lost or mislaid please contact [sales.support@fly.virgin.com](mailto:sales.support@fly.virgin.com) with the customer name, flight number and original date of travel, however we cannot guarantee that the original ticket number can be retrieved.
- When your customers provide new travel dates:
  - Create a new PNR. No change fee will be charged however additional fare and tax difference applies
  - Reissue the original ticket/s to the new PNR collecting all additional fare and tax difference where applicable.

 VSbulletin

- If the new quoted fare is lower than the originally ticketed fare, no refund of the difference will be given
- Update the SI field with the following information:
- **SI CHANGES PER CORONAVIRUS SIT CHG FEE 04MAR20**
- Please reissue tickets to include “**FOC CHANGES PER CORONAVIRUS SIT CHG FEE 04MAR20**”

Tickets must be re-issued and rebooked on/before revised travel date.

## 2) Reroute for travel up to 30 April 2021

- Customers travelling on a VS/VS\* service may re-route to the **same destination** via a VS/VS\* connection or VS/VS\* direct service, subject to seats being available in the same booking class, and departure dates being within the permitted rebooking period. If original booking class is not available, rebook in the lowest available class in the same cabin. No change fee will be charged however additional fare difference applies.
- Customers may re-route to same destination via alternative airlines detailed below, subject to seats being available in the same cabin, and departure dates being within the permitted rebooking period.

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## Applicable Airlines – For rerouting

Airline	Rebook	Ticketed prior	Travel dates	Class to Book
Cathay Pacific (CX)	Connecting service between original origin and destination	15 March 2020	02 March 2020 – 31 December 2020	Business: J C D I Premium: W R E Economy: Y B H K M L V N Q O Or Lowest available class within same cabin
Qantas (QF)	Connecting service between original origin and destination	15 March 2020	02 March 2020 – 01 March 2021	Business: J C D I Premium: T W R Economy: G O Q N S V L M K H B Y Or Lowest available class within same cabin

- Customers wishing to travel to/from an **alternative destination** on a VS/VS\* service will be subject to a fare difference but will not be charged any change fee provided new travel dates are within the permitted travel period.
- **SI REROUTE CHANGES PER CORONAVIRUS SIT CHG FEE 04MAR20**
- Please reissue tickets to include “**REROUTE FOC CHANGES PER CORONAVIRUS SIT CHG FEE 04MAR20**”.

Tickets must be re-issued and rebooked on/before revised travel date.

## Refund Policy

Refunds are permitted for customers impacted by active government travel restrictions and/or where there is no option to rebook.

Refunds are not permitted where customers can still travel either on VS/VS\* flights or by rebooking to another airline.

- 1) **A refund of unused flights**, if travel **has not** commenced:
  - All refunds will be credited to the original form of payment.

# VSbulletin

- Update the SI filed with the following information:

## **SI VS REFUND PER CORONAVIRUS SIT CHG FEE 04MAR20**

- 2) **A refund of unused flights**, if travel **has** commenced:

- All refunds will be credited to the original form of payment.
- Update the SI filed with the following information:

## **SI VS PART REFUND PER CORONAVIRUS SIT CHG FEE 04MAR20**

Please process refunds through your GDS as per our [policy](#)

If you have any questions about this, please contact Sales Support at [sales.support@fly.virgin.com](mailto:sales.support@fly.virgin.com) or on +44 344 2097705.

For all other VSbulletin information, please visit <https://www.vsflyinghub.com/en/vsbulletin>

For DL ticketed customers please contact UK Delta Sales Support on 0800 783 0747 or Email [SalesSupport.uk@delta.com](mailto:SalesSupport.uk@delta.com)

For Delta's up to date information please visit Delta Pro: <https://pro.delta.com/content/agency/qb/en/home.html>