

 VSbulletin

## VSbulletin – COVID-19 All of the latest news on our travel policies

Last week saw a rapid acceleration of the impact of Covid-19 on global aviation and tourism. The World Health Organisation declared the outbreak a global pandemic on Wednesday 11 March, as cases continue to rise. An increasing number of countries are now closing their borders – most significantly, the US, where a travel embargo from the UK came into force today, Tuesday 17 March.

Though this was expected, it has accelerated the sharp and continual drop in demand for flights across our network.

The safety and wellbeing of our people and our customers is always our number one priority. Given the unprecedented circumstances and the severity of the outlook, we have had to take immediate action to reduce our schedule, resulting in a significant reduction to our flying schedule from 17 March 2020.

As of 17.30 on Tuesday 17 March 2020, our schedule to 25 March 2020 is planned as below but this is subject to change without notice, especially with government restrictions being implemented.



			18 March	19 March	20 March	21 March	22 March	23 March	24 March	25 March	
<b>LHR</b>	LAX	VS 7	No-op								
	LAX	VS 23	Operating								
	SFO	VS 19	No-op								
	SFO	VS 41	Operating	Operating	Operating	Operating	Operating	Operating	Operating	Operating	
	LAS	VS 155	No-op								
	SEA	VS 105	No-op								
	EWR	VS 1	No-op								
	JFK	VS 3	Operating								
	JFK	VS 9	No-op								
	JFK	VS 25	No-op	Operating	Operating	Operating	Operating	Operating	Operating	No-op	
	JFK	VS 45	Operating	No-op	No-op	No-op	No-op	No-op	No-op	Operating	
	JFK	VS 137	Operating								
	BOS	VS 11	No-op								
	BOS	VS 157	No-op								
	IAD	VS 21	No-op								
	ATL	VS 103	Operating								
	MIA	VS 5	No-op								
	MIA	VS 117	No-op								
	PVG	VS 250	No-op								
	HKG	VS 206	No-op	Operating	Operating	No-op	Operating	No-op	Operating	No-op	
	JNB	VS 461	No-op	Operating	Operating	Operating	No-op	No-op	No-op	No-op	
	JNB	VS 449	Operating								No-op
	TLV	VS 453	No-op								
LOS	VS 411	Operating									
DEL	VS 300	No-op									
BOM	VS 354	Operating	No-op								
<b>LGW</b>	MCO	VS 15	Operating			No-op					
	MCO	VS 27	No-Op								
	BGI	VS 29	Operating								
	ANU	VS 33		Operating	Operating	Operating			Operating		
	UVFGND	VS 89			Operating			Operating			
	UVFTAB	VS 97	Operating				Operating			Operating	
	HAV	VS 63		Operating			Operating				
MBJ	VS 65			No-op		No-op		No-op			
<b>MAN</b>	MCO	VS 75	No-op								
	BGI	VS 77			Operating	Operating		Operating			
	ATL	VS 109			Operating	Operating		Operating			

The logo for VSbulletin features a document icon on the left, followed by the letters 'VS' in a large, red, sans-serif font, and the word 'bulletin' in a smaller, purple, sans-serif font.

We urge all customers to check the [status of their flight](#)

**Customers who are mid-trip** and away from home should fill out our [away from home form](#) and we will be in touch with them directly with options.

**Customers whose flights are cancelled** will be contacted directly with an alternative option as long as we have contact information included in the PNR.

**We are offering flexibility to customers with tickets issued on or before 15 March 2020 for original dates of travel up to and including 31 May 2020.**

Customers can rebook or reroute travel up to 30 April 2021 with no change fee. Flights are subject to availability and any fare difference and there are options for customers who do not know when they wish to travel. Alternatively, they may request a refund.

[VSbulletin COVID-19 – Flexibility for customers with tickets issued on or before 15 March 2020 UPDATE 2](#)

**We are offering flexibility to customers with tickets issued between on or after 12 March 2020 and on or before 31 March 2020, for original dates of travel up to and including 30 November 2020.** Customers can rebook or reroute travel up to 30 April 2021 with no change fee. Flights are subject to availability and any fare difference and there are options for customers who do not know when they wish to travel.

[VSbulletin COVID-10 – Flexibility for customers with tickets issued 12 – 31 March 2020 UPDATE 2](#)

Where refunds are applicable please process through your GDS as per our [policy](#). Any refund applications via BSP will take a minimum of 45 days.

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.vsflvyinghub.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/gb/en/home.html>