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VSbulletin – COVID-19 Repatriation Flights Update 1

Virgin Atlantic is pleased to be assisting the Foreign & Commonwealth Office (FCO) in repatriating British Nationals from across the world. On behalf of the FCO, Virgin Atlantic will be operating repatriation flights from Delhi, Mumbai, Johannesburg and Cape Town to London Heathrow this week.

British travellers in Delhi and Mumbai seeking to get home should book on the sites publicised by the British High Commission, as there are no longer commercial flights available due to extensive travel restrictions. The Foreign & Commonwealth Office (FCO) are advising British people travelling abroad to return to the UK now, and have announced the first charter flights to bring British nationals home.

Passengers can book their return flight on the sites publicised by the British High Commission, as there are no longer commercial flights available. The government will charge for these services.

It's extremely important that passengers secure their place on a flight as soon as possible. Please use the below links in order to register for a return flight with the FCO:

If passengers are in India:

- Flights will depart Mumbai and Delhi on 9th April and 11th April.
- Register for a Delhi repatriation flight [here](#)
- Register for a Mumbai repatriation flight [here](#)

If passengers are in South Africa:

- Flights will depart Cape Town on 9th April and Johannesburg on 11th April.
- Register for a Cape Town repatriation flight [here](#)
- Register for a Johannesburg repatriation flight [here](#)

For further info, please visit the government website.

Scheduled Operations

Virgin Atlantic is operating a significantly reduced schedule due to the rapidly accelerating Covid-19 crisis. The safety and wellbeing of our customers and people is always our top priority and we continue to follow the advice of the UK Government and international health organisations. The Foreign & Commonwealth Office (FCO) are advising British people travelling abroad to return to the UK now.

Because of increasing travel restrictions, we are only operating scheduled flights between London Heathrow and New York-JFK, Los Angeles and Hong Kong. Please visit [our website](#) for the latest information.

As part of measures put in place to minimise the business impact of Covid-19, and to provide as much certainty to customers as possible during this dynamic and fast-moving situation, we are temporarily removing certain

routes and frequencies from sale during April, and releasing seats on a rolling basis as we finalise schedule.

If your customers flight has been cancelled and they can't get home, it's really important that they let us know through our [Away from home form](#)

By completing this form, our team will know where they are and can organise options to get them home. Depending on the restrictions in the country they are in, we may need to arrange a flight for them with an alternative carrier or provide a charter flight. Having their contact details allows us to keep in regular contact with them via email and SMS messaging.

It is also recommended that customers register with the local Embassy or Authority.

As a reminder, IATA accredited Travel Agents are required to follow IATA standards for Flight Disruption which includes asking each passenger whether they wish to have their contact details provided to Virgin Atlantic, and other airlines in the itinerary, so that we are able to contact them in the event of flight disruption. Customers who choose not to provide their contact details may not receive information relating to flight disruption.

If you have any questions about this, please contact Sales Support at sales.support@fly.virgin.com

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

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

All VSbulletins