

COVID-19 Flexibility for customers

UPDATE 5

Further to our previous VSbulletins, Virgin Atlantic wants to offer as much flexibility as possible for our customers impacted by the global health concern of Covid-19. We're helping customers with upcoming travel plans options to rebook free-of-charge, to change their destination or date of travel, or retain the value of their ticket for future use until 31 May 2021.

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 19 March 2020**.

This policy is available to customers that have a ticket originally issued **on or before 19 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 19 March 2020	1 March 2020 – 31 May 2020	VS issued tickets from/to/through all destinations when travelling on a VS/VS* flight number	Where rebooked travel finishes by 30 November 2020, no change fee or fare difference will be charged

			Where rebooked travel occurs on or after 1 December 2020 and before 31 May 2021, no change fee will be charged but fare difference will apply
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Valid for customers with VS (932) tickets issued **on or before 19 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.

Read the full [VSbulletin](#)

All VSbulletins