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COVID-19 Travel policies and Schedule: 14 April 2020

Policies:

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 hold their ticket open until 31 May 2022.

Ticket originally issued on or before 19 March 2020 for original dates of travel up to and including 31 May 2020, rebook with no change fee to 30 November with no fare difference.

Original Travel Date	Affected Destination	Permitted Travel Period
01 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 fare difference or change fee will be charged Where rebooked travel occurs on/after 01 December 2020, change fee will be waived but fare difference <u>will</u> be charged

For full details see bulletin: [Here](#)

Ticket originally issued on or after 12 March 2020 and on or before 31 May 2020, for original dates of travel up to and including 31 December 2020, rebook with no change fee to 31 May 2021

Ticket Issued Date	Original Travel Date	Affected Destination	Permitted Travel Period
or after 12 March 2020 and on or before 31 May 2020	12 March 2020 – 31 December 2020	VS issued tickets from/to/through all destinations when travelling on a VS/VS* flight number	Travel can be rebooked 13 March 2020 – 31 May 2022

For full details see bulletin: [Here](#)

Schedule:

Virgin Atlantic continues to review its flying programme each day, with a reduced schedule of passenger services for essential travel operating between London Heathrow and New York-JFK, Los Angeles and Hong Kong, as well as cargo-only charters to transport vital medical supplies and support global supply chains. At present, our schedule remains as published on our website, with this being updated on a rolling weekly basis to reflect any new cancellations.

We continue to operate from Terminal 3 at London Heathrow airport until further notice.

Since our schedule is being updated frequently we urge all customers to check the [status of their flight](#)

Customers who are mid-trip away from home and who are **not being supported by you** 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. Alternatively, please continue to make arrangements for your customers rebooking them in line with the applicable [VSbulletin](#)

Virgin Atlantic has made the decision to move most of its current scheduled services to cargo-only services from 20 April until 26 April.

The following scheduled services will move to cargo-only flights:

- London Heathrow - New York JFK from the 21st – 26th April
- London Heathrow - Hong Kong from the 20th – 26th April
- London Heathrow - Los Angeles from the 20th – 26th April

The Civil Aviation Authority (CAA) has provided Virgin Atlantic with special dispensation to carry cargo in the cabin as well as the cargo hold, so that we can carry even more essential goods, to ensure global supply chains keep running and transporting essential medical supplies into the UK at this time of crisis.

As of 16.30 on Thursday 9th April 2020, our schedule to 30 April 2020 is planned as below but this is subject to change without notice.

Passenger and Repatriation Schedule

			10 April	11 April	12 April	13 April	14 April	15 April	16 April	17 April
LHR	LAX	VS23	NO OP		OP		NO OP	OP		
	JFK	VS003	OP	NO OP	OP			NO OP		
	HKG	VS206	NO OP	OP	NO OP	OP	NO OP	OP	NO OP	OP

	PVG	VS250	NO OP				
	DEL	VS302	OP	NO OP			
	BOM	VS354	OP	NO OP			
	CPT	VS478	NO OP	OP	NO OP	OP	NO OP
	JNB	VS449	OP		NO OP		

Denotes Passenger services

Denotes Repatriation Flights

Cargo Only

			10 April	11 April	12 April	13 April	14 April	15 April
LHR	PVG	VS250	NO OP					
	LAX	VS681	OP		NO OP	OP	NO OP	
	JFK	VS687	NO OP	OP	NO OP			OP
	JFK	VS685	OP					

	JFK	VS698	NO OP	OP	NO OP		OP	NO OP	NO OP
	HKG	VS206	OP	NO OP	OP	NO OP			

Passenger and Repatriation Schedule

			18 April	19 April	20 April	21 April	22 April	23 April
LHR	LAX	VS23	OP		NO OP			
	JFK	VS003	NO OP	OP		NO OP		
	HKG	VS206	NO OP	OP	NO OP			
	PVG	VS250	NO OP					
	DEL	VS302	NO OP					

	BOM	VS354	NO OP
	CPT	VS478	NO OP
	JNB	VS449	NO OP

Denotes Passenger services

Denotes Repatriation Flights

Cargo Only

			18 April	19 April	20 April	21 April	22 April	23 April
LHR	PVG	VS250	OP	NO OP	OP	NO OP		OP
	LAX	VS681	NO OP		OP			
	JFK	VS687	OP	NO OP		OP		
	JFK	VS685	OP					
	JFK	VS698	OP	NO OP			OP	NO OP
	HKG	VS206	OP	NO OP		OP	NO OP	OP

Passenger and Repatriation Schedule

			26 April	27 April	28 April	29 April	30 April
LHR	LAX	VS23	NO OP	OP			
	JFK	VS003	NO OP	OP			
	HKG	VS206	NO OP	OP	NO OP	OP	NO OP
	PVG	VS250	NO OP				
	DEL	VS302	NO OP				
	BOM	VS354	NO OP				
	CPT	VS478	NO OP				

	JNB	VS449	NO OP
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Denotes Passenger services

Denotes Repatriation Flights

Cargo Only

			26 April	27 April	28 April	29 April	30 April
LHR	PVG	VS250	NO OP	OP	NO OP		OP
	LAX	VS681	OP	NO OP			
	JFK	VS687	OP	NO OP			
	JFK	VS685	OP				
	JFK	VS698	NO OP			OP	NO OP
	HKG	VS206	NO OP		OP	NO OP	

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

If you have any questions please contact our Sales Support team on 0344 209 7705 or at sales.support@fly.virgin.com.

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