

COVID-19 Flexibility for customers - Update 4 June

We want to offer as much flexibility as possible to your customers impacted by the global health concern of Covid-19.

Existing customers with upcoming travel have options to rebook free-of-charge, to change their destination or date of travel, or hold their ticket open until 30 September 2022.

Change fees/fare difference will only be waived under this policy, if the change is being made at least 21 days prior to original departure date.

Ticket Issued Date	Original Travel Date	Affected Destination	Permitted Travel Period
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On or before 19 March 2020	1 March 2020 – 30 September 2020	VS issued tickets from/to/through all destinations when travelling on a VS/VS* flight number	Travel completed by 30 November 2020, no fee or fare difference charged Travel occurs on or after 1 December 2020 and completed by 30 September 2022, no fee charged but fare difference will apply
On or after 20 March 2020 to 31 Jul 2020	12 Mar - 31 Dec 2020	VS issued tickets from/to/through all destinations when travelling on a VS/VS* flight number	20 March 2020 – 30 September 2022

For full details: <https://www.vsflvyinghub.com/en/vsbulletin>