

VSbulletin – Covid-19 Flexibility for Customers – Update 06OCT20

We have taken the opportunity to review our policies regarding COVID-19, this bulletin replaces all previous policies.

General Guidance

This policy is available to customers with VS (932) tickets who have flights impacted by the Covid-19 situation.

Total Selling Price (TSP)

- Includes all fare, YQ, taxes and surcharges when re-calculation is required
- A refund will be permitted if new Total Selling Price is lower than original TSP
- This policy applies to all VS/VS* regardless of ticket type and includes tickets that are usually non-changeable
- Un-ticketed bookings – Virgin Atlantic will seek to rebook the same booking class if applicable to the new flight, you may use the original stored fare to issue amended itinerary. Should the change not be suitable for your customer's travel plans, re-price their new itinerary at current TSP
- **We would encourage customers to rebook prior to the original travel date, should customers no show fare conditions will apply**
- Up to two date changes are permitted with no change fees charged within the criteria outlined below
- One replacement customer can be made per PNR as detailed below
- Part travelled rebooking is permitted to an earlier date and minimum/maximum stay restrictions will be waived
- **Increased TSP will be charged for fare differences in Economy over 60GBP, Premium over 120GBP, Upper over 350GBP. For one way or part travelled rebooking TSP will be charged for fare differences in Economy over 30GBP, Premium over 60GBP and Upper over 175GBP**
- Itineraries that include connections to or from other airlines, may be rebooked to travel in the same booking class, or, if original booking class isn't available, re-book in the lowest available class in the same cabin. No change fee will be charged however additional collection must be calculated at TSP
- Rebooking onto an alternative connecting carrier will be subject to the fare rules as per CAT4 flight application. No change fee will be charged however additional collection must be calculated at TSP
- Where a change to outbound date occurs, return date may be changed to protect the original length of the trip within the permitted travel period

Rebooking

Original travel date	Ticket issue date	Rebook travel period	Applicable to waiver		Refund	Open Ticket	Re-route
			Change Fees	TSP			
01 March 2020 - 31 Aug 2021	Up to 31 Dec 2020	Up to 31 Dec 2022	Yes	Economy up to 60GBP Premium up to 120GBP Upper up to 350GBP	Applies only to flight cancellations, misconnections or a change of more than 3 hours	Yes	Recalculate TSP Waive permitted for:

							<p>Economy up to 60GBP</p> <p>Premium up to 120GBP</p> <p>Upper up to 350GBP</p>
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For all other additional standard schedule changes including time changes under three hours, please refer to our schedule change policy [Click Here](#)

Update the SI field with the following information

SI VS PER COVID19 GBPXXX SIT 06OCT2020

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 06OCT2020

Tickets must be re-issued on / before revised travel date

Re-route

Customers travelling on a direct VS/V^S* service may re-route to the same destination via a VS/V^S* connection, or if travelling via a VS/V^S* may rebook on direct service, subject to seats being available in the same cabin, and departure dates being within the permitted rebooking period. TSP may be waived as per the above table

Customers wishing to travel to/from an alternative destination on a VS/V^S* service will be subject to TSP, but should not be charged any change fee provided new travel dates are within the permitted travel period

- Rebook travel in the same booking class, or;
- If original booking class isn't available, re-book in the lowest available class in the same cabin. No change fee will be charged, however TSP may apply

Open Ticket

Should your customers be unsure of their new travel dates they can rebook up to and including 31 December 2022.

- Cancel the original booking prior to the departure of their first flight, ensure the customers retain their E-ticket number for future rebooking.
- Should the original documentation become lost or mislaid please contact sales.support@fly.virgin.com with the customer name, flight number and original date of travel, however we cannot guarantee that the original ticket number can be retrieved.

When your customers provide new travel dates:

- Create a new PNR. No change fee will be charged however TSP applies, **fare differences in Economy over 60GBP, Premium over 120GBP, Upper over 350GBP. For one way or part travelled rebooking TSP will be charged for fare differences in Economy over 30GBP, Premium over 60GBP and Upper over 175GBP**
- Reissue the original ticket/s to the new PNR collecting all TSP where applicable
- If the new TSP is lower than the originally ticketed fare, refund of the difference will be given

Update the SI field with the following information

SI VS PER COVID19 GBPXXX SIT 06OCT2020

Please reissue tickets to include

PER COVID19 GBPXXX SIT 06OCT2020

Tickets must be issued on/before revised travel date.

Replacement Passenger

One free of charge replacement customer can be made per PNR

When the customers provide the new name

- Create a new PNR for the replacement customer using a fare valid at time of creation
- Issue ticket on 932 ticket stock
- Refund original ticket which will be credited to original form of payment
- Update the SI field with the following information

SI VS REPLACEMENT PAX DUE TO COVID19 06OCT2020

SI VS REFUND NEW TKN 932 XXXXXX

New ticket must be issued, and original ticket refunded on/before revised travel date.

Refunds must be processed via GDS.

Refund Policy

Refunds permitted should if one or more of the following apply

- A flight cancellation
- A change causes a misconnect on a through ticket
- Change of three or more hours occurs

Refunds must be processed via GDS please refer to our refunds policy click [here](#).

Update the SI field with the following information:

SI REFUND PER COVID 19 SIT 06OCT2020