

# VS Bulletin COVID Flexibility Policy – 2 MAR 2021

Last published on 2/03/2021

We continue to monitor the Covid-19 situation very carefully, including the latest guidance from the World Health Organization (WHO) and the Foreign and Commonwealth Office (FCO), as well as any new entry or quarantine restrictions implemented by the countries we fly to.

## What's new vs previous policy?

- Update for **new bookings from 03 Mar 21**, date/flight changes are unlimited and free of charge. However, **fare difference charges apply** if new fare is higher for all travel dates
- Update clarification on events beyond control e.g. govt travel restrictions for bookings made on/before 11 Mar 20 for travel up to 16 May 21
- Update clarification on fare difference waivers for previous policies
- Update clarification on open tickets for cancelled flights
- Update clarification on award bookings for flights still operating and cancelled flights
- Update clarification on 'all travel'
- All updates vs 9 Feb policy are **highlighted**

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## General Guidance for Covid-19 Policies

- This policy is to allow customers more flexibility in addition to original fares rules
- Cancellations, refunds and downgrades are subject to the original fare rules, unless permitted by this policy – whichever is the most flexible.
- **'All travel' must include all outbound AND inbound travel dates**
- Total Selling Price (TSP) - Includes all fare, YQ, taxes and surcharges when re-calculation is required
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- This policy applies to all VS/VS\* regardless of ticket type and includes tickets that are usually non-changeable
- Where fare difference is charged, it should be calculated including all taxes/charges (Total Selling Price). For all of the attached guidance, fare and adcol refer to TSP
- Where the passenger wishes to upgrade cabin, fare difference should be charged
- 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. If your customers do not show up for their flight or are denied boarding you may rebook your customers. Change fees will be waived, fare difference applies if new travel is on/after 01 Jun 21. Refunds will not be permitted.
- Part travelled rebooking is permitted to an earlier date and minimum/maximum stay restrictions will be waived
- 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
- For bookings made on/before 11 Mar 20, refunds are allowed if customer is unable to travel due to an 'event beyond their control' e.g. national lockdowns (see Refunds section for details)

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## Rebooking for all bookings ticketed from 03 Mar 2021

For passengers with flights which are still scheduled to operate

<b>Flights are still operating</b>	
<b>Bookings from</b>	<b>03 Mar 21</b>
<b>Bookings until</b>	<b>Until Further Notice</b>
<b>Original travel by</b>	<b>30 Apr 22</b>
<b>New travel must be completed by</b>	<b>30 Apr 23</b>
<b>Change fees</b>	<b>Waived - unlimited date/flight changes</b> <b>1 x name change (free of charge)</b>
<b>Fare difference</b>	<b>Fare difference applies with no refund if new fare is lower.</b>
<b>Change of Origin or Destination</b>	<b>Change fees are waived.</b> <b>Fare difference applies with no refund if new fare is lower.</b>

<b>Refund</b>	<p><b>No refund.</b></p> <p><b>No refund on fare difference.</b></p> <p><b>Open tickets are allowed.</b></p> <p><b>No refund on residual value of open tickets.</b></p>
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Update the SI field with the following information:

**SI CHANGES PER COVID19 02MAR21**

Please reissue tickets to include

**CHANGES PER COVID19 02MAR21**

Or if TSP waive -

Update the SI field with the following information

**SI VS PER COVID19 GBPXXX SIT 02MAR21**

Please reissue tickets to include endorsement:

**PER COVID19 GBPXXX SIT 02MAR21**

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

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## Rebooking for all bookings ticketed from 06 Feb 2021 to 02 Mar 2021

**For passengers with flights which are still scheduled to operate**

<b>Flights are still operating</b>	
<b>Bookings from</b>	06 Feb 21
<b>Bookings until</b>	<b>02 Mar 21</b>
<b>Original travel by</b>	30 Apr 22
<b>New travel must be completed by</b>	30 Apr 23
<b>Change fees</b>	<p>Waived - unlimited date/flight changes</p> <p>1 x name change (free of charge)</p>
<b>Fare difference</b>	<p><b>Waived if all travel is completed</b></p> <p><b>by 31 May 21</b></p> <p>For travel from 01 Jun 21, fare difference applies with no refund if new fare is lower.</p>

<p><b>Change of Origin or Destination</b></p>	<p>Change fees are waived.</p> <p><b>Fare difference is waived if all travel is completed by 31 May 21.</b></p> <p>For travel from 01 Jun 21, fare difference applies with no refund if new fare is lower.</p>
<p><b>Refund</b></p>	<p>No refund.</p> <p>No refund on fare difference.</p> <p>Open tickets are allowed.</p> <p>No refund on residual value of open tickets.</p>

Update the SI field with the following information:

**SI CHANGES PER COVID19 02MAR21**

Please reissue tickets to include

**CHANGES PER COVID19 02MAR21**

Or if TSP waive -

Update the SI field with the following information

**SI VS PER COVID19 GBPXXX SIT 02MAR21**

Please reissue tickets to include endorsement:

**PER COVID19 GBPXXX SIT 02MAR21**

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

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**Rebooking for all bookings ticketed from 05 Dec 2020 to 5 Feb 2021**

**For passengers with flights which are still scheduled to operate**

<p><b>Bookings from</b></p>	<p><b>05 Dec 20</b></p>
<p><b>Bookings until</b></p>	<p><b>05 Feb 21</b></p>
<p><b>Original travel by</b></p>	<p>30 Apr 22</p>
<p><b>New travel by</b></p>	<p>30 Apr 23</p>
<p><b>Change fees</b></p>	<p>Waived for 2 x changes 1 x name change (free of charge)</p>

<p><b>Fare difference</b></p>	<p>Waived if all travel is completed by 31 May 21</p> <p>For travel between: 01 Jun 21 until 31 Dec 22: Fare difference is waived if within</p> <p>£60 for Economy £120 for Premium £350 for Upper</p> <p>For travel from 01 Jan 2023 and completed by 30 Apr 23: Fare difference applies</p>
<p><b>Change Origin or Destination</b></p>	<p>Change fees as per above.</p> <p>Fare difference is waived if all travel is completed by 31 May 21.</p> <p>For travel from 01 Jun 21, fare difference apply.</p>
<p><b>Refund</b></p>	<p>No refund.</p> <p>No refund on fare difference.</p> <p>Open tickets are allowed.</p> <p>No refund on residual value of open tickets.</p>

Update the SI field with the following information:

**SI CHANGES PER COVID19 02MAR21**

Please reissue tickets to include

**CHANGES PER COVID19 02MAR21**

Or if TSP waive -

Update the SI field with the following information

**SI VS PER COVID19 GBPXXX SIT 02MAR21**

Please reissue tickets to include endorsement:

**PER COVID19 GBPXXX SIT 02MAR21**

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

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Rebooking for all bookings ticketed from 12 Jun 2020 to 4 Dec 2020

**For passengers with flights which are still scheduled to operate**

<b>Bookings from</b>	<b>12 Jun 20</b>
<b>Bookings until</b>	<b>04 Dec 20</b>
<b>Original travel by</b>	30 Apr 22
<b>New travel by</b>	30 Apr 23
<b>Change fees</b>	Waived for 2 x changes 1 x name change (free of charge)
<b>Fare difference</b>	<p>Waived if all travel is completed by 31 May 21</p> <p>For travel between: 01 Jun 21 until 31 Dec 22: Fare difference is waived if within £60 for Economy £120 for Premium £350 for Upper</p> <p>For travel from 01 Jan 2023 and completed by 30 Apr 23: Fare difference applies</p>
<b>Change Origin or Destination</b>	<p>Change fees as per above.</p> <p>Fare difference is waived if all travel is completed by 31 May 21. For travel from 01 Jun 21, fare difference apply.</p>
<b>Refund</b>	<p>No refund.</p> <p>Open tickets are allowed.</p> <p>Refund on fare difference is allowed.</p>

Update the SI field with the following information:

**SI CHANGES PER COVID19 02MAR21**

Please reissue tickets to include

**CHANGES PER COVID19 02MAR21**

Or if TSP waive -

Update the SI field with the following information

**SI VS PER COVID19 GBPXXX SIT 02MAR21**

Please reissue tickets to include endorsement:

**PER COVID19 GBPXXX SIT 05FEB21**

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

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## Rebooking for all bookings ticketed up to 11 Jun 2020

For passengers with flights which are still scheduled to operate

<b>Bookings from</b>	<b>Before 11 Jun 20</b>
<b>Bookings until</b>	<b>11 Jun 20</b>
<b>Original travel by</b>	30 Apr 22
<b>New travel by</b>	30 Apr 23
<b>Change fees</b>	Waived for 1 x change
<b>Fare difference</b>	<p>Waived if all travel is completed by 31 May 21</p> <p>For travel between: 01 Jun 21 until 31 Dec 22: Fare difference is waived if within £60 for Economy £120 for Premium £350 for Upper</p> <p>For travel from 01 Jan 2023 and completed by 30 Apr 23: Fare difference applies</p>

<b>Change Origin or Destination</b>	<p>Change fees as per above.</p> <p>Fare difference is waived if all travel is completed by 31 May 21. For travel from 01 Jun 21, fare difference apply.</p>
<b>Refund</b>	<p>No refund.</p> <p>No refund on fare difference.</p>

Update the SI field with the following information:

**SI CHANGES PER COVID19 02MAR21**

Please reissue tickets to include

**CHANGES PER COVID19 02MAR21**

Or if TSP waive -

Update the SI field with the following information

**SI VS PER COVID19 GBPXXX SIT 02MAR21**

Please reissue tickets to include endorsement:

**PER COVID19 GBPXXX SIT 02MAR21**

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

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## Customers whose flights have been impacted by a significant schedule change

Applicable to customers whose flights have been impacted by

- A flight cancellation
- A change of three hours or more
- A change that causes a misconnection on a through ticket

For all other additional standard schedule changes including time changes under three hours, please refer to our schedule change policy [Click Here](#)

<b>Bookings from</b>	Any
<b>Bookings until</b>	Any
<b>Original travel by</b>	31 Aug 21
<b>New travel must be completed by</b>	30 Apr 23



<b>Change fees</b>	Waived - unlimited date/flight changes 1 x name change (free of charge)
<b>Fare difference</b>	Fare difference applies
<b>Change of Origin or Destination</b>	Change fees are waived. Fare difference applies with no refund if new fare is lower.
<b>Refund</b>	Refund is allowed. Open tickets are allowed. Use value of original ticket towards a new ticket is allowed.

Update the SI field with the following information:

**SI CHANGES PER COVID19 02MAR21**

Please reissue tickets to include

**CHANGES PER COVID19 02MAR21**

Or if TSP waive -

Update the SI field with the following information

**SI VS PER COVID19 GBPXXX SIT 02MAR21**

Please reissue tickets to include endorsement:

**PER COVID19 GBPXXX SIT 02MAR21**

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

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## Re-Route

- Customers travelling on a direct VS/VS\* service may re-route to the same destination via a VS/VS\* connection, or if travelling via a VS/VS\* 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 the same destination via a different departure airport. Subject to seats being available in the same cabin and departure dates are within the permitted rebooking period. TSP may be waived as per the above table, however any additional travel cost will be the responsibility of the customer

- Customers wishing to travel from/to an alternative destination on a VS/VS\* service may be subject to TSP but will 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, please refer to the applicable table as per ticketed date

For details of re-routing onto AF, KL or DL please check here for [class mapping information](#).

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## Open Ticket

**Should your customers be unsure of their new travel dates they can rebook up to and including 30 April 2023.**

- 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](mailto: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. Change fees and TSP as per rebooking policies above.
- Reissue the original ticket/s to the new PNR collecting all TSP where applicable
- Passenger must use full value of their open ticket for future travel. No refunds on residual value of open tickets if new ticket price is lower, unless permitted by applicable table as per ticketed date

Update the SI field with the following information

**SI VS PER COVID19 GBPXXX SIT 02MAR21**

Please reissue tickets to include

**SI VS PER COVID19 GBPXXX SIT 02MAR21**

Tickets must be issued on/before revised travel date.

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## Replacement passenger

Replacement customers are permitted per ticket within a PNR. When the customers provide the new name follow the steps below

### **For VS/VS\* Itineraries**

- Refund original ticket which will be credited to original form of payment
- Replace original customer name with the new customer details within your original PNR

- Issue new ticket using original fare
- Update the SI field with the following information

**SI VS REPLACEMENT PAX DUE TO COVID19 02MAR21**

**SI VS REFUND NEW TKN 932 XXXXXX**

**For itineraries with other airlines included**

- Create a new PNR for the replacement customer using a fare valid at time of creation
- 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 02MAR21**

**SI VS REFUND NEW TKN 932 XXXXXX**

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

## No Shows

We would encourage customers to rebook prior to the original travel date, If your customers do not show up for their flight you may rebook your customers. Change fees will be waived, fare difference applies if new travel is on/after 01 Jun 21.

Refunds will not be permitted.

General Guidelines	
No-Show	Change fees are waived. Fare difference applies if new travel is on/after 01 Jun 21. No Refund

## Refund policy

Refunds permitted should one of the following apply

### 1. A flight cancellation

Update the SI field with the following information:

**SI REFUND PER COVID 19 SIT 05FEB2021**

### 2. Customers impacted by an event beyond their control, for **bookings made** on or before 11th of March 2020

Update the SI field with the following information:

**SI REFUND DUE NAT LOCKDOWN DDMMYY**

### Definition of 'events beyond your control'

- National or local lockdowns
- Positive COVID-19 tests and instructed to self-isolate by the NHS or local health authorities
- Unable to board return flight due to requiring to quarantine at destination
- Governmental restrictions and requirements (travel ban and/or cancellation of a travel visa).

Customers who booked on/before 11 Mar 20 for travel up to 16 May 21 should be allowed a refund if impacted by governmental travel restrictions. Current UK government restrictions on international travel will be reviewed on 12 Apr 21.

Customers are eligible for a refund if their flight was/is still operating during these UK national lockdown periods (inclusive):

- 17th March – 10th May 2020
- 5th Nov – 1st December 2020
- 4th Jan – 16th May 2021 (this date is subject to change)

Customers may also request a refund if a national lockdown was in place at their arrival destination

### Original Booked Date - Bookings made up to and including 11th March 2020

Customers whose original **booking date** was on or before 11th March 2020 can request a refund if they were unable to travel due to an event beyond their control such as a National Lockdown, see above.

### Original ticket has been reissued

Customers **booked** on or before 11th March 2020 that have since changed their travel plans, resulting in a new ticket issue date, will still be entitled to a refund

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

If you have any questions about this, please contact Sales Support on [sales.support@fly.virgin.com](mailto: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](mailto:SalesSupport.uk@delta.com)

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