

Virgin Atlantic Sales Bulletin

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Coronavirus UPDATE 1

We continue to monitor the Coronavirus situation very carefully and following the World Health Organization (WHO) declaration of a public health emergency of international concern, Virgin Atlantic has suspended Heathrow-Shanghai operations.

Flight VS250 to Shanghai will depart on Friday 31 January 2020 and the final inbound flight will be VS251 on Saturday 1 February 2020.

This decision has been made with the safety of customers and staff at the front of our minds.

You will be able to see cancelled flights in your GDS from today. As I am sure you can appreciate there are limited options available to rebook customers.

We continue to offer customers travelling to, from or through the below destinations between 22 January and **30 April 2020** options to rebook to a later date or re-route via another gateway if travelling onward.

| Date | Affected Destination | Permitted Travel Period |
|-----------------------------------|----------------------------------------------------|-------------------------------------------------|
| 22 January – 30 April 2020 | VS/VS* flights to/from/through China and Hong Kong | Travel can be rebooked until 31 May 2020 |

Valid for customers with VS and VS* tickets issued by 27 January 2020.

Rebooking Policy:

1) Rebook for travel up to 31 May 2020

- Rebook travel in the same booking class, or, if original booking class is not available, re-book in the lowest available class in the same cabin. No change fee or additional collection will be charged.

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- Where the itinerary includes onward connection on other airlines, rebook travel in the same booking class, or, if original booking class isn't available on connection, re-book in the lowest available class in the same cabin. No change fee will be charged however additional fare difference applies.
- Where a change to outbound date occurs, return date may be changed to protect the original length of the trip. The return travel must be booked in the original class of service.
- Update the 3OSI field with the following information:

3OSI FOC DATE CHANGE DUE TO CORONAVIRUS

- Please reissue tickets to include **"FOC DATE CHANGE DUE TO CORONAVIRUS"**.

In the endorsement box and where supported precede the fare calculation with an "I-".

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

2) Reroute for travel up to 31 May 2020

- Customers travelling on a direct VS/VS* service may re-route to the same destination via a VS/VS* connection, subject to seats being available in the same cabin, and departure dates being within the permitted rebooking period.
- Customers travelling via a VS/VS* connection may rebook onto a direct VS/VS* service to that same destination, subject to availability in the same cabin within the permitted rebooking period.
- Customers wishing to travel to/from an alternative destination on a VS/VS* service will be subject to a fare difference, 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 additional collection or change fee will be charged; except for re-routing to an alternative destination, which is subject to any fare difference.

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- **3OSI REROUTE CHANGE DUE TO CORONAVIRUS**
- Please reissue tickets to include **“INVOL REROUTE DUE TO CORONAVIRUS”**.

In the endorsement box and where supported precede the fare calculation with an “I-“.

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

Refund Policy

1. **A refund of unused flights**, if travel **has not** commenced:
 - All refunds will be credited to the original form of payment.
 - Update the 3OSI filed with the following information:
3OSI VS INVOL REFUND DUE TO CORONAVIRUS
2. **A refund of unused flights**, if travel **has** commenced:
 - All refunds will be credited to the original form of payment.
 - Update the 3OSI filed with the following information:
3OSI VS INVOL PART REFUND DUE TO CORONAVIRUS

Please process refunds through your GDS as per our [policy](#).

If you have any queries relating to this communication, please contact our Sales Support – HKG.SalesSupport@fly.virgin.com or +852 2532 3080.