

Virgin Atlantic Sales Bulletin

For internal agent use only, please do not distribute this externally.

Flybe ReProtection UPDATE 1

Regarding Flybe entering administration, we are offering customers with Virgin Atlantic (932) itineraries that involve Flybe (VS*/BE) operated flights options to refund or rebook.

Impacted customers with Flybe (267) issued tickets should refer to the Civil Aviation Authority website at www.caa.co.uk for more information.

Original Travel Date	Affected Destination	Permitted Travel Period
From 05 March 2020	VS (932) ticketed itineraries involving a BE operated flight	Travel can be rebooked within 28 days of original travel Refund of unused sectors permitted

Valid for customers with VS (932) tickets issued by 05 March 2020.

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 OSI filed with the following information:

OSI VS REFUND DUE TO CESSATION OF BE

2. **A refund of unused flights**, if travel **has** commenced:

- All refunds will be credited to the original form of payment.
- Update the OSI filed with the following information:

OSI VS PART REFUND DUE TO CESSATION OF BE

Passengers connecting from/onto VS long haul services

Rebooking Policy:

Must be rebooked onto alternative VS or VS* services operated by VS/AF/KL

Virgin Atlantic Sales Bulletin

For internal agent use only, please do not distribute this externally.

- 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 additional collection or change fee will be charged.
- The departure/arrival date(s) must be within 28 days prior to/after the original departure/arrival date(s).
- Where necessary it is permissible to make bookings on AF or KL prime flight numbers.
- Customers wishing to travel date outside of 28 days prior to/after the original departure/arrival date(s) will be subject to fare difference, but should not be charged any change fee.

Update the OSI field with the following information:

OSI FOC DATE CHANGE DUE TO CESSATION OF BE

- Please reissue tickets to include “FOC DATE CHANGE DUE TO CESSATION OF BE”.

Reroute for travel:

- Customers may re-route from the same origin/to the same destination via a VS/VS* connection
- The departure/arrival date(s) must be within 28 days prior to/after the original departure/arrival date(s).
- 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.
- Customers may re-route to only use the VS operated sector of a connecting itinerary. No additional collection or change fee will be charged and the pro-rated BE operated sector can be refunded.
- 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.

Update the OSI filed with the following information:

- **OSI REROUTE CHNGE DUE TO CESSATION OF BE**
- Please reissue tickets to include “**REROUTE DUE TO CESSATION OF BE**”.

Virgin Atlantic Sales Bulletin

For internal agent use only, please do not distribute this externally.

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

Passengers travelling on VS* short haul BE operated services

- Unused flights must be refunded and cannot be rebooked.

Where travel has commenced

- Customers may re-route onto alternative services, provided the origin and destination are the same.
- Rebook travel on VS/VS* services operated by AF/KL including KL Cityhopper 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 additional collection or change fee will be charged.
- Where necessary it is permissible to make bookings on AF or KL prime flight numbers.
- The departure/arrival date(s) must be within 28 days prior to/after the original departure/arrival date(s).
- Customers wishing to travel date outside of 28 days prior to/after the original departure/arrival date(s) will be subject to fare difference, but should not be charged any change fee.

Update the OSI field with the following information:

OSI FOC DATE CHNGE DUE TO CESSATION OF BE

Please reissue tickets to include “**DATE CHNGE DUE TO CESSATION OF BE**”. And ‘**FLYBE**’ to the tour code field.

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