

Virgin Atlantic Sales Bulletin

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COVID-19 Flexibility for Customers with tickets issued on or before 19 March 2020 **UPDATE 7**

Further to our previous Sales Bulletin, Virgin Atlantic wants to offer as much flexibility as possible for our customers impacted by the global health concern of Covid-19. We're helping customers with upcoming travel plans options to rebook free-of-charge, to change their destination or date of travel, or hold their ticket open until 31 May 2022.

To provide greater flexibility for customers with upcoming travel plans, Virgin Atlantic has introduced a policy to waive the change fee for flight changes for tickets with an original issue date **on or before 19 March 2020**.

This policy is available to customers that have a ticket originally issued **on or before 19 March 2020 for original dates of travel up to and including 30 June 2020**.

We realise that customers may be unsure of their new travel dates and this policy includes the option for customers to **retain the value of their ticket for use in the future**.

Ticket Issued Date	Original Travel Date	Affected Destination	Permitted Travel Period
On or before 19 March 2020	01 March 2020 – 30 June 2020	VS issued tickets from/to/through all destinations when travelling on a VS/VS* flight number	Where rebooked travel finishes by 30 November 2020, no change fee or fare difference will be charged Where rebooked travel occurs on or after 01 December 2020 and before 31 May 2022, no change fee will be charged but fare difference will apply

Valid for customers with VS (932) tickets issued **on or before 19 March 2020** for original dates of travel up to **30 June 2020** and includes tickets that are usually non-changeable.

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Customers may make one free of charge change only.

Rebook for travel up to 30 Nov 2020 - Customer knows which date they wish to travel

- Rebook travel in the same booking class. If original booking class is not available, rebook in the lowest available class in the same cabin. **No change fee or additional collection will be charged.**
- Part travelled rebook is permitted on an earlier date and minimum stay restrictions will be waived.
- Where the itinerary includes connection to or from 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.
- Rebooking onto an alternative connecting carrier will be subject to the fare rules as per CAT4 flight application. No change fee will be charged.
- 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.
- Update the OSI field with the following information:

OSI CHANGES PER CORONAVIRUS SIT CHG FEE 19MAR20

- Please reissue tickets to include **"FOC CHANGES PER CORONAVIRUS SIT CHG FEE 19MAR20"**.

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

Reroute for travel up to 30 November 2020

- Customers travelling on a VS/VS* service may re-route to the **same destination** via a VS/VS* connection or VS/VS* direct service, subject to seats being available in the same booking class, and departure dates being within the permitted rebooking period. If original booking class is not available, rebook in the lowest available class in the same cabin. No change fee or additional collection will be charged.

Rebook for travel up to 31 May 2022 - Customer knows which date they wish to travel

- Rebook travel in the same booking class. If original booking class is not available, rebook in the lowest available class in the same cabin. **No change fee will be charged however**

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additional fare difference applies. If the new quoted fare is lower than the originally ticketed fare, no refund of the difference will be given.

- Part travelled rebook is permitted on an earlier date and minimum stay restrictions will be waived.
- Where the itinerary includes connection to or from 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.
- Rebooking onto an alternative connecting carrier will be subject to the fare rules as per CAT4 flight application. No change fee will be charged
- 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.
- Update the OSI field with the following information:

OSI CHANGES PER CORONAVIRUS SIT CHG FEE 19MAR20

- Please reissue tickets to include **"FOC CHANGES PER CORONAVIRUS SIT CHG FEE 19MAR20"**.

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

Rebook for travel up to 31 May 2022 - Customer does not know which date they wish to travel

- Should your customers be unsure of their new travel dates they can rebook up to and including 31 May 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 HKG.SalesSupport@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 additional fare and tax difference applies

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- Reissue the original ticket/s to the new PNR collecting all additional fare and tax difference where applicable.
- If the new quoted fare is lower than the originally ticketed fare, no refund of the difference will be given
- Update the OSI field with the following information:
OSI CHANGES PER CORONAVIRUS SIT CHG FEE 19MAR20
- Please reissue tickets to include “**FOC CHANGES PER CORONAVIRUS SIT CHG FEE 19MAR20**”

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

Reroute for travel up to 31 May 2022

- Customers travelling on a VS/VS* service may re-route to the **same destination** via a VS/VS* connection or VS/VS* direct service, subject to seats being available in the same booking class, and departure dates being within the permitted rebooking period. If original booking class is not available, rebook in the lowest available class in the same cabin. No change fee will be charged however additional fare difference applies.
- Customers wishing to travel to/from an **alternative destination** on a VS/VS* service will be subject to a fare difference but will not be charged any change fee provided new travel dates are within the permitted travel period.
- **OSI REROUTE CHANGES PER CORONAVIRUS SIT CHG FEE 19MAR20**
- Please reissue tickets to include “**REROUTE FOC CHANGES PER CORONAVIRUS SIT CHG FEE 19MAR20**”.

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

Please note that this Sales Bulletin ref. SB0351 superseded ref. SB0350.

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