

Virgin Atlantic Sales Bulletin

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

Withdrawal of Sao Paulo Services

Sao Paulo Launch Cancelled

Virgin Atlantic has today announced that it will no longer be launching flights between Sao Paulo and London Heathrow. As part of measures put in place to safeguard the business from the rapid acceleration and impact of Covid-19, Virgin Atlantic is continually reviewing its flying programme in order to deploy its fleet most effectively. As a result, the airline has made the incredibly difficult decision to withdraw its London Heathrow to Sao Paulo service which was due to launch on 5th October 2020.

Bookings affected by this change will be updated and can be viewed in your GDS on Sunday 26 April 2020.

Travel Dates	Affected Cities	Permitted Travel Period
All future travel	VS/VS* flights to/from/through GRU	Please see below options

Applies to VS tickets issued by 20 April 2020

Issued for passengers booked on VS operated GRU services that have been cancelled. This includes passengers flying with a G3 (VS*) connection

We are offering passengers the following options:

1. Re-protections

Option 1

- Re-protections onto LATAM to/from LHRGRU (**LA* 8084 and LA* 8085 only**)
- Re-accommodation may take place into the lowest available LA RBD within the same cabin as originally booked
- For Flying Club redemptions or Select vouchers, please rebook in lowest available class in applicable cabin
- For Premium passengers, rebook into Economy
- Endorsement Box to contain '**INVOL VS LHRGRU**' or '**SKCH VS LHRGRU**'
- No additional collection or change fee will be charged

Cabin	Business							Economy										
LATAM Carriers RBD	J	C	D	I	Z	Y	B	H	K	M	L	V	X	S	N	Q	O	G

Virgin Atlantic Sales Bulletin

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

Option 2

- Re-protections onto AF via CDG & KL via AMS
- Please book from GDS availability as per class mapping below (in same cabin)
- For Flying Club redemptions and Select Voucher booking classes, please rebook Economy passengers in AFKL X class and Business passengers in AFKL O class
- Where Premium cabin not offered, rebook into Economy
- No additional collection or change fee will be charged

For flights between			For flights between			For flights between	
FR and NATL			NL and NATL			UK and FR/NL	
VS	AF		VS	KL		VS	AF/KL
Marketed	Operated		Marketed	Operated		Marketed	Operated
Business			Business			Economy	
J	J		J	J		Y,V	Y
C	C		C	C		B	B
D	D		D	D		R	M
I	I		I	I		L	K
Z	Z		Z	Z		U	H
Premium Economy			Premium Economy			M	L
W	W					E	Q
S/H	S					Q/T	T
K	A					X	N
ECONOMY			ECONOMY			N	R
Y	Y		Y	Y		O	V
B	B		B	B			
R	M		R	M			
L	K		L	K			

Virgin Atlantic Sales Bulletin

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

U	H		U	H			
M	L		M	L			
E	Q		E	Q			
Q/T	T		Q/T	T			
X	N		X	N			
N	R		N	R			
O	V		O	V			

Option 3

- Re-protections onto BA to/from LHRGRU
- Re-accommodation may take place into the lowest available BA RBD within the same cabin as originally booked
- For Flying Club redemptions or Select vouchers, please rebook in lowest available class in applicable cabin
- Endorsement Box to contain '**INVOL**' or '**SKCHG**'
- No additional collection or change fee will be charged

BA Cabin	Permitted RBDs on BA services
Business	J C D R I
Premium Economy	W E T
Economy	Y B H K M L V S N Q O

Note:

Re-booking with connections on Codeshare partner GOL (G3):

If passenger chooses to remain on G3 connection, VS* must be cancelled and re-booked onto a G3 flight. Rebook from GDS availability as per class mapping below.

Virgin Atlantic Sales Bulletin

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

G3 OPERATING	O	B	N	U	A	E	P	W	J	T	Y	D	F	L	C
VS MARKETING	O	N	X	Q	E	M	U	L	R	B	Y	K	H	S	W

Re-booking with connections on other partners:

Rebook in original class in the same cabin; if original booking class isn't available, re-book in lowest available class in the same cabin.

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

2. Refund:

- Refunds will be permitted for unused sectors

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