



Ref. SB0357  
Issue Date: 19 May 2020

## VSbulletin – COVID-19 Schedule Changes

We need to let you know that due to the continuous accelerating Covid-19 crisis we are making a number of changes to our schedule which may impact your customers.

To provide greater flexibility for your customers with their upcoming travel plans, we are offering the following options.

Travel Date	Affected Destination	Permitted Travel Period
All dates & flights impacted by schedule change	All VS operated flights	Travel can be rebooked From 01 June 2020 to system range OR Apply open ticket for travel up to 30 September 2022

Valid for customers with VS (932) tickets issued on or before 12 May 2020 and includes tickets that are usually non-changeable. Customers may make one free of charge change only.

### General

**Changes will be made over the next coming weeks and updated in your GDS.**

Travel should be rebooked within (+/-) 21 days of original travel.

- **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 fare.
- For any standard schedule changes including cancellations, time changes etc. please refer to our Global Schedule Change Policy click [here](#).
- Customers originally due to travel by 30 September 2020 may be eligible for increased flexibility as per Covid-19 guidelines. You can refer to our flexible policies that may be applicable for your customers click [here](#) to review.

**Route Suspension – Manchester (MAN) to Delhi (DEL) and Manchester (MAN) to Las Vegas (LAS)**

**Customers will be booked onto an alternative operated flight, i.e. MANDEL to LHRDEL, MANLAS to LHRLAS**

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Should the schedule change be acceptable to your customer and if Virgin Atlantic have revalidated the ticket, no further action is required.

If the ticket has not been re-validated, the ticket must be re-issued as an even exchange. In addition, update the OSI field with the following information.

**OSI SCH CHNGES PER COVID 12 MAY 2020**

**Re-route options within 21 days of original travel**

- Customers travelling on a VS suspended service may re-route to the same destination via a VS/VS\* connection, subject to seats being available in the same booking class, or if original class unavailable the lowest available within the cabin, and departure dates being within the permitted rebooking period. Change fee and fare difference will be waived.
- Customers wishing to travel from/to an alternative destination on a VS/VS\* service will be subject to a fare, tax and surcharge difference but will not be charged any change fee provided new travel dates are within the permitted travel period.
- 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 fare, tax and surcharge difference applies.

Update the OSI field with the following information:

**OSI SCH CHNGES PER COVID 12 MAY 2020**

Please reissue tickets to include “**SCH CHNGES PER COVID 12 MAY 2020**”.

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

Should your customers be unsure of their new travel dates/route they can rebook and complete travel up to 30 September 2022, click [here](#) to refer to our open ticket option.

**Departure Airport Change - LGW to LHR**

Customers impacted by a change to their departure airport.

- Should the schedule change be acceptable to your customer and if Virgin Atlantic have revalidated the ticket, no further action is required.
- If the ticket has not been re-validated, the ticket must be re-issued as an even exchange. In addition, update the OSI field with the following information.

**OSI SCH CHNGES PER COVID 12 MAY 2020**

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- Customers wishing to travel to the same destination via a different departure airport. Subject to seats being available in the same booking class, or if original class unavailable the lowest available within the cabin and departure dates are within the permitted rebooking period. Change fee and fare difference will be waived, 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 will be subject to a fare, tax and surcharge difference but will not be charged any change fee provided new travel dates are within the permitted travel period.
- 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 fare, tax and surcharge difference applies.

Update the OSI field with the following information:

**OSI SCH CHNGES PER COVID 12 MAY 2020**

Please reissue tickets to include “**SCH CHNGES PER COVID 12 MAY 2020**”.

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

Should your customers be unsure of their new travel dates/route they can rebook and complete travel up to 30 September 2022, click [here](#) to refer to our open ticket option.

**Open Ticket**

Should your customers be unsure of their new travel dates/route they can rebook and complete travel up to 30 September 2022.

You must:

- 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](mailto: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/route:
- Create a new PNR. No change fee will be charged however additional fare, tax and surcharge difference applies.
- Reissue the original ticket/s to the new PNR collecting all additional fare, tax and surcharge difference where applicable. This may require a manual fare build.

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- 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 SCH CHNGES PER COVID 12 MAY 2020**

Please reissue tickets to include “**SCH CHNGES PER COVID 12 MAY 2020**”.

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

**Refund Policy**

Refunds permitted should if one or more of the following apply.

- The change is three or more hours.
- Change causes a misconnect on a through ticket.
- Change causes a misconnect to onward travel i.e. cruise, etc. Proof may be requested by the airline.
- The change in the routing of the scheduled flight adds one or more stops to your itinerary.

Refunds must be processed via BSP as we have temporarily removed automatic refunds via GDS.

- Update the OSI field with the following information:

**OSI REFUND PER COVID 19 SIT 12 MAY 2020**

The revised process means it may take longer than usual to provide the refund and we are grateful for your patience.

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