



Commercial Policy Bulletin

Bulletin Name: Commercial Guidelines – Covid-19 Schedule Changes
Bulletin Number: 20200512-02
Bulletin Date: 18 May 2020

Travel Date	Affected Destination	Permitted Travel Period
All flights impacted by schedule changes	VS operated flights	Travel can be rebooked from 01 Jun 2020 - system range or open ticket selected for travel up to 30 Sep 2022

Applies to VS tickets issued by 12 May 2020

This is guidance issued due to significant number of schedule changes as announced by Virgin Atlantic. Applies to VS/VS* itineraries. **Please note, passengers originally due to travel by 30 September 2020 may be eligible for increased flexibility as per Covid-19 guidelines. Please check these and refer to the most flexible policy available to the passenger** [note – the Covid-19 existing booking policy allows passengers booked through 30 September 2020 to rebook through 30 November 2020 with no adcol]

General Guidance for all rebooking options

- On the guidance issued below, travel should be rebooked within (+/-) 21 days of original travel, unless the itinerary qualifies for additional flexibility as per other Covid-19 policies
- Where rebooked travel is within 21 days of original travel dates, fare changes and change fees should be waived, subject to the guidance below. Where rebooked travel is outside of 21 days, fare difference may apply, but change fees will be waived. Rebooking must be in same cabin, in the original booking class (where available) or lowest booking class
- Tickets affected by flight cancellations only, will be eligible for a refund in fare difference if rebooking option is taken and new fare is lower.
- All travel must be completed by 30 September 2022

Route Suspended (E.G. MANLAS)

1. Re-route onto VS/VS* connection where available. For example, MAN-LAS could be rebooked MAN-JFK-LAS where available.
2. Re-route from different origin – where MAN departure has been cancelled re-route to LON free of charge, though VS would not be liable for taxi/train costs of getting to airport
3. New Origin & Destination: rebook an alternative VS destination with change fees waived. Fare difference applies
4. Open ticket: We'll hold until you've decided which option you'd like to take on the above. Must be completed by 30 Sep 2022, fare difference will apply when outside of 21 days of original travel
5. Re-route with codeshare/interline partners where available – subject to rules of the fare. Re-issue required. Fare difference will apply, but change fees will be waived
6. Refund of unused sectors

Route moves from LGW to LHR

1. If alternative LGW departures are available to same destination (e.g. LGWMCO during peak), rebook onto other departure FOC
2. Switch to LHR departure, FOC
3. Switch to/from MAN direct VS service FOC - where LGW departure has been amended to LHR, re-route to MAN direct VS service free of charge, though VS would not be liable for taxi/train costs of getting to airport.

4. New Origin & Destination: rebook an alternative VS destination with change fees waived. Fare difference applies
5. Open ticket: We'll hold until you've decided which option you'd like to take on the above. Must be completed by Sep 2022

Other Schedule Changes (inc Ad Hoc cancellations, time changes)

- Please refer to our standard schedule change policy

Bulletin Issued by VS Revenue Management