

Virgin Atlantic COVID-19 Cover FAQs

Cover

For how long is Virgin Atlantic COVID-19 Cover being provided?

Virgin Atlantic COVID-19 Cover is provided for passengers travelling between 24th August 2020 and 31st March 2021

What does Virgin Atlantic COVID-19 Cover include? Do exclusions apply?

You can find all the policy wording and exclusions [here](#)

This policy does not have any exclusions for any pre-existing medical conditions

What is the duration of Virgin Atlantic COVID-19 Cover? What if I have a one-way ticket?

There is no restriction of the duration of a journey but, for one-way trips, cover will cease 12 hours after the arrival time of your final flight

What if I continued my journey by car, train or flight to another city or country, after arriving at the Virgin Atlantic destination?

Virgin Atlantic COVID-19 Cover is valid for the full duration of your trip even if you continue onwards to another city using another mode of transport. However, for one-way trips cover ends 12 hours after the arrival time of your final flight

Am I covered for the cost of COVID-19 test?

Cover is provided for the cost of a COVID-19 test only where it is medically necessary and on the request of a treating doctor in order to diagnose and treat the patient

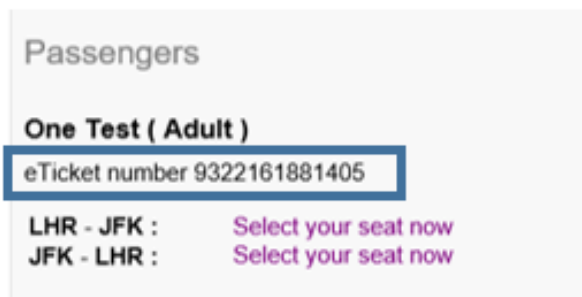
I'm flying with Virgin Atlantic on a ticket that involves a flight on another airline, am I covered?

You will be covered if you have bought your ticket from Virgin Atlantic whether on virginatlantic.com or via a travel agent. If you bought your ticket in this way, you will qualify for assistance whether your flight was operated by Virgin Atlantic, Delta, Air France, KLM or by one of our other partners. If you purchased your ticket from delta.com or any another airline's website, even if they are a partner airline of Virgin Atlantic, you will not be covered, even if one or more flights of your journey is on a Virgin Atlantic aircraft

I understand only Virgin Atlantic tickets are eligible for cover, how do I check if I have a Virgin Atlantic ticket?

You can find this in your booking confirmation under "eTicket number" or "ticket number". The first three digits of all Virgin Atlantic tickets are always 932. All tickets bought on virginatlantic.com are on Virgin Atlantic tickets.

For example, this is how ticket numbers are displayed on your booking confirmation for tickets bought on virginatlantic.com. You can see this is a Virgin Atlantic ticket as it starts with "932":



Tickets bought on delta.com, airfrance.com or klm.com are not eligible, as they are not sold on a Virgin Atlantic ticket

My first flight was on BA to London I then connected on to Virgin Atlantic, am I covered?

Yes, as long as it was purchased on a Virgin Atlantic ticket and all other policy eligibility criteria are met

Do I qualify for assistance if bought my Virgin Atlantic ticket via a travel agent or an online travel agent?

Yes, as long as you hold a Virgin Atlantic ticket

Does it matter when my ticket was booked/issued?

No. The cover is automatically effective from the effective date of 24-Aug-2020 or the date the booking is made (whichever is earlier)

Are infants / children covered?

Yes, as long as you have a Virgin Atlantic ticket or you booked your travel on virginatlantic.com and all other policy eligibility criteria are met

Am I covered if I use Flying Club miles (or Miles Plus Money) to purchase the ticket?

Yes, as long as you have a Virgin Atlantic ticket (this is normally the case for ticket purchased with Flying Club miles) or you booked your travel on virginatlantic.com and all other policy eligibility criteria are met.

Does it cover residents returning to their home country?

Yes, cover will be provided and will end upon your arrival home

Does the assistance cover cost of mandatory quarantine even without a positive COVID-19 test?

If you are requested to quarantine by a medical professional or appropriate local authority because they suspect you have contracted or have been exposed to coronavirus, we will provide cover for the additional costs detailed in the policy guide document if you are unable to travel as planned

Do I get any policy confirmation email before I travel?

No. This is included in your ticket and you will not get any confirmation. We will just need to check you booked on a Virgin Atlantic ticket when you make a claim

Am I covered if I booked a package or cruise from Virgin Holidays?

Yes, as long as your flights are booked on a Virgin Atlantic ticket and all other policy eligibility criteria are met

Am I covered if I booked a flight and hotel via virginatlantic.com?

Yes, as long as your flights are booked on a Virgin Atlantic ticket and all other policy eligibility criteria are met

If the Foreign and Commonwealth Office (FCO) advice changes for my destination country, does this policy provide any cover?

Please refer back to the agent you made your booking with to discuss your options in this situation. If they are unable to be of assistance, please contact your travel insurance provider. The Virgin Atlantic COVID-19 Cover does not extend to provide cancellation cover and so a claim cannot be made for this event

Are both myself and my companion covered if we booked using our Virgin Atlantic Credit Card companion ticket voucher/offer?

Yes, as long as it was purchased on a Virgin Atlantic ticket and all other policy eligibility criteria are met

Does this cover my whole family and/or the people I am travelling with?

The Virgin Atlantic COVID-19 Cover is in place to cover all passengers booked to travel with Virgin Atlantic during their journey

Does this replace the need for me to buy travel insurance for my trip?

No, this product is not a substitute for having comprehensive travel insurance. We recommend that you purchase a travel insurance product suitable for your requirements as soon as possible after making your travel booking. You may already possess such alternative cover for some, or all of the features and benefits provided by this insurance product. It is your responsibility to investigate this

I booked with Virgin Atlantic a long time ago, am I covered?

Yes, this covers all existing and new bookings on a Virgin Atlantic ticket travelling from 24th August 2020 to 31st March 2021 inclusive

My trip is booked to depart before 31st March, but my return flight is after 31st March? Am I covered?

Cover is available up to and including 31st March 2021 only, whether you have started your journey before this date or not

My flight departs on 31st March but arrives on 1st April, am I covered?

Yes, cover will be provided on a one-way basis

I went to the airport for my flight, but I was not allowed to fly because I have had COVID symptoms. Am I covered?

Cover is available for the additional costs you incur to enable you to continue your trip. Please refer to Section 2 of the policy guide for full details. We will need you to provide written confirmation from the airline or appropriate local authority that you were denied boarding and the reason for this to be able to consider your claim. There is no cover for any unused costs

If I am refused boarding will I be covered for the cost of any missed ongoing travel arrangements?

We do not cover the cost of the pre-booked missed arrangements, but we will cover the cost of the additional or replacement arrangements. To claim the cost of any unused expenses, we recommend you contact your travel insurance provider

Claims**How do I get assistance? Do I need to fill up any application forms, or submit any documents before I fly?**

Please contact the Allianz Assistance 24-hour emergency medical team on +44 (0)20 8239 4028 or by emailing: medical@allianz-assistance.co.uk. There is no need to complete any forms before you travel

Can I pay first and then reclaim my expenses?

If you are admitted to hospital as an inpatient, are unable to travel as planned to being seriously unwell with coronavirus or your medical treatment costs are expected to exceed £500, please contact the Allianz Assistance 24-hour emergency medical team as soon as possible. For all other claims, please retain all receipts, invoices and other expenses so you can submit a claim for your expenses

Do I need to obtain pre-approval before incurring any cost for medical treatment or quarantine charges when tested COVID-19 positive?

Yes. You must obtain pre-approval from the Allianz Assistance 24-hour emergency medical team for any medical expenses over £500, as per contact details provided above. Failure to comply with this will void any assistance

What information or documents do I need once I have tested positive for COVID-19?

This will depend on the nature of the event causing your claim. Please refer to the policy guide for further details or contact the Allianz Assistance claims department on +44 (0)20 8239 4029

If i am asked to quarantine how do i recover my additional costs including accommodation charges etc.?

Please contact the Allianz Assistance claims department by calling +44 (0)20 8239 4029 or by emailing: travel.claims@allianz-assistance.co.uk

Other

Can I use the information provided by Virgin Atlantic as proof of insurance in countries that require insurance?

You will need to follow the local guidelines with regards to COVID-19 requirements including proof of insurance

Will I need to share my personal information to get assistance?

Yes, the Allianz Assistance 24-hour emergency medical team will require a certain level of information before they are able to assist you. Please be assured that if you need assistance, our experienced team will guide you through the process and explain what details are required but will not ask you for more than is necessary in order to provide assistance

Questions not covered by this FAQs

Where can I find the policy wording?

[Here](#)

How can I contact Virgin Atlantic to obtain more information regarding this assistance?

For information before you travel, please contact the Customer Service department at Allianz Assistance on +44 (0)20 8239 4030 or email them at: insurance@allianz-assistance.co.uk. To obtain assistance or guidance during your journey, please contact the Allianz Assistance 24-hour emergency medical team on +44 (0)20 8239 4028 or by emailing: medical@allianz-assistance.co.uk

Can I contact Virgin Atlantic Call Centre for any information relating to the above cover?

For further information, please contact the Customer Service department at Allianz Assistance on +44 (0)20 8239 4030 or email them at: insurance@allianz-assistance.co.uk