

 VSbulletin

Ref. SB0361

Issue Date: 08 September 2020

## VSbulletin – GDS Refunds

We are delighted to let you know that as from Monday 14 September 2020 we will be re-activating refunds through your GDS. With increased processing capability and greater certainty, we can now support automated refunds and clear the backlog of Virgin Atlantic (932) refunds faster.

From Monday 07 September 2020, our team began the process to reject previous BSP refund applications by age.

As we reject each application a message will be added to BSP advising **“Please resubmit through GDS from 14th September 2020”**. From this date you can process through the GDS, for specific entries or formats, please refer to your GDS Helpdesk.

Despite the incredible efforts of our teams, we know we have not lived up to the high standards we set ourselves, but we will do everything in our power to earn back your trust. We want to thank you again for all your support through some very difficult months. We’re looking forward to continuing and building our partnership with you throughout the autumn and beyond.

Our Global Refund and Schedule Change policies have reverted to advise information regarding GDS refunds.

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.