

 VSbulletin

Ref. SB0362

Issue Date: 16 September 2020

VSbulletin – COVID-19 Flexibility for Customers – Policy Update

This bulletin replaces all previous Covid-19 policies. We are issuing this guidance for passengers who have flights impacted by the Covid-19 situation.

General Guidance

- Total Selling Price (TSP)
- Includes all fare, YQ, taxes and surcharges when re-calculation is required
- A refund will be permitted if new Total Selling Price is lower than original TSP
- This policy applies regardless of ticket type and includes tickets that are usually non-changeable
- 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 TSP
- Customers who wish to change at least 21 days prior to their original travel date may change with no fee or additional TSP as outlined below
- Up to two date changes are permitted with no change fees charged within the criteria outlined below
- One replacement customer can be made per PNR as detailed below
- Part travelled rebooking is permitted to an earlier date and minimum/maximum stay restrictions will be waived
- Itineraries that include connections to or from other airlines, may be rebooked to travel in the same booking class, or, if original booking class isn't available, re-book in the lowest available class in the same cabin. No change fee will be charged however additional collection must be calculated at TSP
- Rebooking onto an alternative connecting carrier will be subject to the fare rules as per CAT4 flight application. No change fee will be charged
- Where a change to outbound date occurs, return date may be changed to protect the original length of the trip within the permitted travel period

Customers whose flights are still scheduled to operate

Applicable to customers whose flights have not had a schedule change which results in:

- A flight cancellation
- A change causes a misconnect on a through ticket
- A change of three or more hours occurs

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| Original travel date | Ticket issue dates | Rebook travel period | Applicable to waive | | Refund | Open Ticket | Re-route | |
|---------------------------|---------------------------|---------------------------|---------------------|-----|------------------------|-------------|-----------------|-----------------|
| | | | Change fees | TSP | | | Same O&D | Alternative O&D |
| 01 Mar 2020 – 30 Nov 2020 | Any | 14 Sep 2020 – 09 Dec 2020 | Yes | Yes | As per fare conditions | Yes | No TSP required | Recalculate TSP |
| | | 10 Dec 2020 – 10 Jan 2021 | Yes | No | | | Recalculate TSP | |
| | | 11 Jan 2021 – 31 Mar 2021 | Yes | Yes | | | No TSP required | |
| | | 01 Apr 2021 – 30 Sep 2022 | Yes | No | | | Recalculate TSP | |
| 01 Dec 2020 – 30 Apr 2021 | 01 Mar 2020 – 31 Oct 2020 | 12 Sep 2020 – 30 Sep 2022 | Yes | No | | | Recalculate TSP | |

Rebooking

- Please refer to general guidance

Update the OSI field with the following information

OSI VS CHANGES PER COVID19 SIT CHG FEE 14SEP2020

Please reissue tickets to include endorsement:

CHANGES PER COVID19 SIT CHG FEE 14SEP2020

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

Re-route

Customers travelling on a direct VS/VS* service may re-route to the same destination via a VS/VS* connection, or if travelling via a VS/VS* may rebook on direct service, subject to seats being available in the same cabin, and departure dates being within the permitted rebooking period. TSP may be waived as per the above table

Customers wishing to travel to/from an alternative destination on a VS/VS* service will be subject to TSP, but should not be charged any change fee provided new travel dates are within the permitted travel period

- Rebook travel in the same booking class, or;
- If original booking class isn't available, re-book in the lowest available class in the same cabin. No change fee will be charged, however TSP may apply

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Update the OSI field with the following information:

OSI VS REROUTE PER COVID19 SIT CHG FEE 14SEP2020

Please reissue tickets to include endorsement:

REROUTE PER COVID19 SIT CHG FEE 14SEP2020

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

Customers whose flights have been impacted by a significant change

Applicable to customers whose flights have been impacted by

- A flight cancellation
- A change of three hours or more
- A change that causes a misconnection on a through ticket

| Original travel date | Ticket issue dates | Rebook travel period | Applicable to waive | | Refund | Open Ticket | Re-route | |
|---------------------------|--------------------|---------------------------|---------------------|-----|------------------------|-------------|-----------------|-----------------|
| | | | Change fees | TSP | | | Same O&D | Alternative O&D |
| 01 Mar 2020 – 30 Jun 2021 | Any | 14 Sep 2020 – 09 Dec 2020 | Yes | Yes | As per fare conditions | Yes | No TSP required | Recalculate TSP |
| | | 10 Dec 2020 – 10 Jan 2021 | Yes | No | | | Recalculate TSP | |
| | | 11 Jan 2021 – 31 Mar 2021 | Yes | Yes | | | No TSP required | |
| | | 01 Apr 2021 – 30 Sep 2022 | Yes | No | | | Recalculate TSP | |

For all other additional standard schedule changes including time changes under three hours, please refer to our schedule change policy [Click Here](#)

Rebooking

Please refer to general guidance

- **Where rebooked travel is within 21 days of original travel dates**, or prior to 30 November 2020 TSP and change fees should be waived
- **Where rebooked travel is outside of 21 days of original travel**, and on/after 01 December 2020, TSP may apply, but change fees will be waived

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Update the OSI field with the following information

OSI VS CHANGES PER COVID19 SIT CHG FEE 14SEP2020

Please reissue tickets to include endorsement:

CHANGES PER COVID19 SIT CHG FEE 14SEP2020

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

Departure airport or route suspension changes – London Gatwick (LGW) to London Heathrow (LHR) – Manchester (MAN) Delhi (DEL) and Las Vegas (LAS)

Reroute

- Customers wishing to travel to the same destination via a different departure airport. Subject to seats being available in the same cabin and departure dates are within the permitted rebooking period. TSP may be waived as per the above table, however any additional travel cost will be the responsibility of the customer.
- Customers may re-route to the same destination via a VS/VS* connection, subject to seats being available in the same cabin, and departure dates being within the permitted rebooking period. TSP may be waived as per the above table.
- Customers wishing to travel from/to an alternative destination on a VS/VS* service may be subject to TSP but will not be charged any change fee provided new travel dates are within the permitted travel period.

Update the OSI field with the following information:

OSI CHANGES PER COVID19 14SEP2020

Please reissue tickets to include

CHANGES PER COVID19 14SEP2020

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

Open Ticket

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

- Cancel the original booking prior to the departure of their first flight, ensure the customers retain their E-ticket number for future rebooking.

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- Should the original documentation become lost or mislaid please contact 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:
 - Create a new PNR. No change fee will be charged however TSP applies
 - Reissue the original ticket/s to the new PNR collecting all TSP where applicable
 - If the new TSP is lower than the originally ticketed fare, refund of the difference will be given

Replacement Passenger

One free of charge replacement customer can be made per PNR when the customers provide the new name

- Create a new PNR for the replacement customer using a fare valid at time of creation
- Issue ticket on 932 ticket stock
- Refund original ticket which will be credited to original form of payment
- Update the SI field with the following information

OSI VS REPLACEMENT PAX DUE TO COVID19 14SEP2020

OSI VS REFUND NEW TKN 932 XXXXXX

New ticket must be issued, and original ticket refunded on/before revised travel date.

Refunds must be processed via BSP as we have temporarily removed automatic refunds via GDS. We are committed to processing each refund at the earliest opportunity, however in some cases this may take up to a maximum of 120 days.

Refund Policy

Refunds permitted should if one or more of the following apply

- A flight cancellation
- A change causes a misconnect on a through ticket
- Change of three or more hours occurs

Refunds must be processed via GDS please refer to our refunds policy click [here](#).

Update the OSI field with the following information:

OSI REFUND PER COVID 19 SIT 14SEP2020

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