VSbulletin

VSbulletin – GDS Refunds – UPDATE 17 September 2020

Further to our previous communication on the reactivation of automated refunds through the GDS, we wanted to provide you more flexibility to manage your refunds.

As from 12:00 17 September 2020, you will be able to delete any previous refund application (RA) via BSP and process the refund in your GDS.

From this time our team will no longer process the rejections which will offer you more control to be able to manage your refunds.

We understand you might have some questions, so we've answered a few of them below.

I've already received a rejection via the BSP link. What should I do now?

You can process through the GDS as you normally would, for specific entries or formats, please refer to you GDS Helpdesk.

I've processed a refund through the GDS but forgot to delete the request in BSP. What happens now?

You don't need to do anything; we'll reject the refund application so that it isn't duplicated.

What happens if I process a refund incorrectly, or the refund is duplicated?

We will raise an ADM to correct the refund and recover the excess payment if necessary. Admin fees may will apply.

What if I would like to leave the application for Virgin Atlantic to process?

Contact our team on Online.Application@fly.virgin.com with the ticket number and the team will continue to process the refund for you.

More FAQ's can be found on our Flying hub click here

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 or +852 2532 3080.