

Dear Travel Trade Partners,

Further to our communication for GDS refunds, in order to avoid refund duplication, please be reminded to check the refund status in BSPLink first before processing refund through GDS. If the status showing 'authorised' in BSPLink, please do not process refund via GDS, otherwise ADM will be raised to correct the refund and recover the excess payment if necessary and admin fees may be applied.

Should you have any queries, please contact our Sales Support  
- [HKG.SalesSupport@fly.virgin.com](mailto:HKG.SalesSupport@fly.virgin.com) or +852 2532 3080.

**Hong Kong Sales Support Team**

Virgin Atlantic