



Ref. SB0365

Issue Date: 10 November 2020

VSbulletin – COVID-19 Changes to our flying programme

As a result of the new national restrictions in effect in the UK, which apply from 05 November until 02 December 2020, we have made some changes to our flying programme; we apologise for any disappointment or inconvenience caused to our customers.

We will continue to operate flights from Hong Kong to London Heathrow across this period but at a reduced level of frequency. We're here and ready to help your customers fly safe and fly well.

| HKG | | | | | x2 weekly 787 | | | | | | | |
|--------------|------------|------------|--------------|----------------|---------------|---|---|---|---|---|---|--|
| Flight No | Origin | Dest. | Dep. | Arr. | M | T | W | T | F | S | S | |
| VS206 | LHR | HKG | 21:00 | 16:50+1 | | | | • | | • | | |
| VS207 | HKG | LHR | 23:50 | 04:50+1 | | | • | | | • | | |

To view our complete flying schedule during the England lockdown, (effective 08 November – 02 December 2020) please click [here](#).

For those passengers affected by the changes to the flying programme, we will rebook those who were scheduled to travel between 08 and 18 November 2020 and you will be able to see this in your GDS by 07 November. Customers scheduled to travel between 19 November and 03 December 2020 who are impacted will be updated with the schedule change in your GDS from 08 November.

We continue to offer flexibility for customers whose plans have been impacted by the Covid-19 situation and this includes:

- Up to two date changes
- One replacement customer can be made per ticket within a PNR
- Rebooking up to 31 December 2022
- Applies to all VS/VS* regardless of ticket types and includes tickets that are usually non-changeable
- A refund will be permitted if new Total Selling Price is lower than original TSP

You can see the full policy [here](#).

 V S bulletin

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

We would encourage customers to rebook prior to the original travel date, should customers no show fare conditions will apply.

It is important that your customers continue to check the latest travel restrictions in place for their destination before they travel to the airport, to ensure they have all they need to travel; including eligibility for entry and screening, and any health declarations they may be need to complete. The most up to date travel advice is on our website: COVID-19 – Travel Restrictions [here](#).

Keeping up-to-date

It's really important that we can reach our mutual customers in the event of any changes. Please ensure that all customer contact details are up-to-date in line with IATA Resolution 830d. [Learn more](#)

Thank you for your patience and understanding.

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