

 VSbulletin

Ref. SB0370
Issue Date: 22 January 2021

VSbulletin – COVID-19 Flexibility for Customers – 15 January 2021

We continue to monitor the Covid-19 situation very carefully, including the latest guidance from the World Health Organization (WHO) and the Foreign and Commonwealth Office (FCO), as well as any new entry or quarantine restrictions implemented by the countries we fly to.

General Guidance for Covid-19 Policies

This policy is available to customers with VS (932) tickets whose travel plans have been impacted by the Covid-19 situation.

Customers whose original ticket issue date was prior to 12 March 2020 can request a refund if they are unable to travel due to an event beyond their control such as a National Lockdown.

- Total Selling Price (TSP) - Includes all fare, YQ, taxes and surcharges when re-calculation is required.
- This policy applies to all VS/VS* regardless of ticket type and includes tickets that are usually non-changeable.
- Where fare difference is charged, it should be calculated including all taxes/charges (Total Selling Price). For all of the attached guidance, fare and adcol refer to TSP
- Where the passenger wishes to upgrade cabin, fare difference should be charged
- Cancellations, refunds and downgrades are subject to original fare rules unless refund is permitted by policy
- 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
- **We would encourage customers to rebook prior to the original travel date, If your customers do not show up for their flight and do not present themselves to airport staff on the scheduled day of departure, their ticket may not be valid.**
- Part travelled rebooking is permitted to an earlier date and minimum/maximum stay restrictions will be waived
- **Increased TSP will be charged for fare differences in Economy over 60GBP, Premium over 120GBP, Upper over 350GBP. For one way or part travelled rebooking TSP will be charged for fare differences in Economy over 30GBP, Premium over 60GBP and Upper over 175GBP.**
- 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

VSbulletin

- Rebooking onto an alternative connecting carrier will be subject to the fare rules as per CAT4 flight application. No change fee will be charged however additional collection must be calculated at TSP
- 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.

Rebooking for all bookings ticketed up to 11 Jun 2020, due to travel by 31 Aug 2021

For passengers with flights which are still scheduled to operate

Customers whose original ticket issue date was prior to 12 March 2020 can request a refund if they are unable to travel due to an event beyond their control such as a National Lockdown.

For all bookings ticketed until 11 Jun 2020, due to travel by 31 Aug 2021, we will offer the following flexibility:

Original travel date	Ticket issue date	Rebook travel period	Applicable to waiver		Permitted changes	Refund	
			Change fees	TSP			
01 Mar 2020 – 31 Aug 2021	Up to 11 Jun 2020	Up to 31 Dec 2022	Yes	Fare difference will be waived if new travel date is up to 31MAR21		One date or route change and/or one change of name per ticket within a PNR	Applies only to flight cancellations, misconnections or a change of more than 3 hours
				Economy Up to 60GBP	If the new quoted fare is lower than the current ticketed fare, NO refund will be applied		
				Premium Up to 120GBP			
				Upper Up to 350GBP			
Re-route							

VSbulletin

Original travel date	Ticket issue date	Rebook travel period	Open ticket	Same destination		New destination	
01 Mar 2020 – 31 Aug 2021	Up to 11 Jun 2020	Up to 31 Dec 2022	Yes	Recalculate TSP Waive permitted for: Economy up to 60GBP Premium up to 120GBP Upper up to 350GBP	If the new quoted fare is lower than the current ticketed fare, NO refund will be applied	Recalculate TSP	If the new quoted fare is lower than the current ticketed fare, NO refund will be applied

Update the OSI field with the following information:

OSI CHANGES PER COVID19 04DEC20

Please reissue tickets to include

CHANGES PER COVID19 04DEC20

Or if TSP waive -

Update the OSI field with the following information

OSI VS PER COVID19 GBPXXX SIT 04DEC2020

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 04DEC2020

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

Rebooking for all bookings ticketed from 12 Jun 2020, due to travel by 31 Aug 2021

For passengers with flights which are still scheduled to operate

VSbulletin

For all bookings ticketed from 12 Jun 2020 until 04 Dec 2020, due to travel by 31 Aug 2021, we will offer the following flexibility:

Original travel date	Ticket issue date	Rebook travel period	Applicable to waiver		Permitted changes	Refund	
			Change fees	TSP			
01 Mar 2020 – 31 Aug 2021	12 Jun 2020 – 4 Dec 2020	Up to 31 Dec 2022	Yes	Fare difference will be waived if new travel date is up to 31MAR21		Up to two date or route changes and/or one change of name per ticket within a PNR	Recalculate TSP
				Economy Up to 60GBP	If the new fare is lower than original, difference CAN be refunded to the customer		
				Premium Up to 120GBP			
				Upper Up to 350GBP			
Original travel date	Ticket issue date	Rebook travel period	Open ticket	Re-route		Permitted changes	Refund
				Same destination	New destination		
01 Mar 2020 – 31 Aug 2021	12 Jun 2020 – 4 Dec 2020	Up to 31 Dec 2022	Yes	Recalculate TSP Waive permitted for: Economy up to 60GBP Premium up to 120GBP Upper up to 350GBP	If the new quoted fare is lower than the current ticketed fare, NO refund will be applied	Recalculate TSP	If the new quoted fare is lower than the current ticketed fare, NO refund will be applied

Update the OSI field with the following information:

VSbulletin

OSI CHANGES PER COVID19 04DEC20

Please reissue tickets to include

CHANGES PER COVID19 04DEC20

Or if TSP waive -

Update the OSI field with the following information

OSI VS PER COVID19 GBPXXX SIT 04DEC2020

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 04DEC2020

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

Rebooking for all bookings ticketed from 05 Dec 2020, due to travel by 31 Dec 2022

For passengers with flights which are still scheduled to operate

For all bookings ticketed from 05 Dec 2020, due to travel by 31 Dec 2022, we will offer the following flexibility:

Original travel date	Ticket issue date	Rebook travel period	Applicable to waiver		Permitted changes	Refund	
			Change fees	TSP			
By 31 Dec 2022	05 Dec 2020 - 31 Mar 2021	Up to 31 Dec 2022	Yes	Fare difference will be waived if new travel date is up to 31MAR21		Up to two date or route changes and/or one change of name per ticket within a PNR	Applies only to flight cancellations, misconnections or a change of more than 3 hours
				Economy Up to 60GBP	If the new fare is lower than the current ticketed		
				Premium Up to			

VS bulletin

				120GBP	fare, NO refund will be applied		
				Upper Up to 350GBP			
Original travel date	Ticket issue date	Rebook travel period	Open ticket	Re-route			
				Same destination		New destination	
By 31 Dec 2022	5 Dec 2020 - 31 Mar 2021	Up to 31 Dec 2022	Yes	Recalculate TSP Waive permitted for: Economy up to 60GBP Premium up to 120GBP Upper up to 350GBP	If the new quoted fare is lower than the current ticketed fare, NO refund will be applied	Recalculate TSP	If the new quoted fare is lower than the current ticketed fare, NO refund will be applied

Update the OSI field with the following information:

OSI VS CHANGES PER COVID19 04DEC20

Please reissue tickets to include

CHANGES PER COVID19 04DEC20

Or if TSP waive -

Update the OSI field with the following information

OSI VS PER COVID19 GBPXXX SIT 04DEC2020

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 04DEC2020

VSbulletin

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

Customers whose flights have been impacted by a significant schedule 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

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

Original travel date	Ticket issue date	Rebook travel period	Applicable to waiver		Permitted changes	Refund	Open ticket
			Change fees	TSP			
01 Dec 2020 - 30 Jun 2021	Any	+/- 21 Days of original travel	Yes	Yes	One name	Flight cancellation	Yes
		12 Jun 2020 – 09 Dec 2020 11 Jan 2021 – 31 Mar 2021	Yes	Yes No	change is also permitted per ticket within a PNR		
		10 Dec 2020 – 10 Jan 2021 01 Apr 2021 – 31 Dec 2022	Yes	Yes No	One name change is also permitted per ticket within a PNR	Flight cancellation	Yes
Original travel date	Ticket issue date	Rebook travel period	Re-route				
			Same destination		New destination		
01 Dec 2020 - 30 Jun 2021	Any	12 Jun 2020 – 09 Dec 2020 11 Jan 2021 – 31 Mar 2021	Recalculate TSP Waive permitted for: Economy up to 60GBP	If new fare is lower than original, difference	Recalculate TSP	If new fare is lower than original,	


 VSbulletin

		10 Dec 2020 – 10 Jan 2021 01 Apr 2021 – 31 Dec 2022	Premium up to 120GBP Upper up to 350 GBP	CAN be refunded to the customer		difference CAN be refunded to the customer
--	--	--	---	--	--	---

Original travel date	Ticket issue date	Rebook travel period	Applicable to waiver		Permitted changes	Refund	Open ticket
			Change fees	TSP			
01 Mar 2020 - 30 Nov 2020	Any	12 Jun 2020 - 09 Dec 2020 11 Jan 2021 - 31 Mar 2021	Yes	Yes	One name change is also permitted per ticket within a PNR	Flight cancellation	Yes
		No					
01 Mar 2020 - 30 Nov 2020	Any	10 Dec 2020 - 10 Jan 2021 01 Apr 2021 - 31 Dec 2022	Yes	Yes	One name change is also permitted per ticket within a PNR	Flight cancellation	Yes
		No					
Original travel date	Ticket issue date	Rebook travel period	Re-route				
			Same destination		New destination		
01 Mar 2020 - 30 Nov 2020	Any	12 Jun 2020 - 09 Dec 2020 11 Jan 2021 - 31 Mar 2021	Recalculate TSP Waive permitted for: Economy up to 60GBP Premium up to 120GBP Upper up to 350 GBP	If new fare is lower than original, difference CAN be refunded to the customer	Recalculate TSP	If new fare is lower than original, difference CAN be refunded to the customer	
		10 Dec 2020 - 10 Jan 2021 01 Apr 2021 - 31 Dec 2022					

Update the OSI field with the following information:

 **VS**bulletin**VS CHANGES PER COVID19 04DEC20**

Please reissue tickets to include

CHANGES PER COVID19 04DEC20

Or if TSP waive -

Update the OSI field with the following information

OSI VS PER COVID19 GBPXXX SIT 04DEC2020

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 04DEC2020

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 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 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.
- 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, please refer to the applicable table as per ticketed date

Open Ticket

 VSbulletin

Should your customers be unsure of their new travel dates they can rebook up to and including 31 December 2022.

- Cancel the original booking prior to the departure of their first flight, ensure the customers retain their E-ticket number for future rebooking.
- 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, **fare differences in Economy over 60GBP, Premium over 120GBP, Upper over 350GBP. For one way or part travelled rebooking TSP will be charged for fare differences in Economy over 30GBP, Premium over 60GBP and Upper over 175GBP**
 - Reissue the original ticket/s to the new PNR collecting all TSP where applicable
 - Passenger must use full value of their open ticket for future travel. No refunds on residual value of open tickets if new ticket price is lower, unless permitted by applicable table as per ticketed date

Update the OSI field with the following information

OSI VS PER COVID19 GBPXXX SIT 04DEC2020

Please reissue tickets to include

PER COVID19 GBPXXX SIT 04DEC2020

Tickets must be issued on/before revised travel date.

Replacement Passenger

Replacement customers are permitted per ticket within a PNR. Where replacement customer is permitted, 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

 VSbulletin

- Refund original ticket which will be credited to original form of payment
- Update the OSI field with the following information

OSI VS REPLACEMENT PAX DUE TO COVID19 04DEC2020**OSI VS REFUND NEW TKN 932 XXXXXX**

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

Refund Policy

Refunds permitted should one or more of the following apply

- A flight cancellation

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

Update the OSI field with the following information:

OSI VS REFUND PER COVID 19 SIT 04DEC2020

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