

 VSbulletin

Ref. SB0377
Issue Date: 03 March 2021

VSbulletin – COVID Flexibility Policy – 02 March 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.

What's new vs previous policy?

- Update for **new bookings from 03 Mar 21**, date/flight changes are unlimited and free of charge. However, **fare difference charges apply** if new fare is higher for all travel dates
- Update clarification on events beyond control e.g. govt travel restrictions for bookings made on/before 11 Mar 20 for travel up to 16 May 21
- Update clarification on fare difference waivers for previous policies
- Update clarification on 'all travel'
- Update vs SB0374 policy are **highlighted**

General Guidance for Covid-19 Policies

- This policy is to allow customers more flexibility in addition to original fares rules
- Cancellations, refunds and downgrades are subject to the original fare rules, unless permitted by this policy – whichever is the most flexible.
- **'All travel' must include all outbound AND inbound travel dates**
- 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
- 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 or are denied boarding you may rebook your customers. Change fees will be waived, fare difference applies if new travel is on/after 01 Jun 21. Refunds will not be permitted.

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- 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 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
- For bookings made on/before 11 Mar 20, refunds are allowed if customer is unable to travel due to an 'event beyond their control' e.g. national lockdowns (see Refunds section for details)

Rebooking for all bookings ticketed from 03 Mar 2021

For passengers with flights which are still scheduled to operate

Flights are still operating	
Bookings from	03 Mar 21
Bookings until	Until Further Notice
Original travel by	30 Apr 22
New travel must be completed by	30 Apr 23
Change fees	Waived - unlimited date/flight changes 1 x name change (free of charge)
Fare difference	Fare difference applies with no refund if new fare is lower.

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Change of Origin or Destination	<p>Change fees are waived.</p> <p>Fare difference applies with no refund if new fare is lower.</p>
Refund	<p>No refund.</p> <p>No refund on fare difference.</p> <p>Open tickets are allowed.</p> <p>No refund on residual value of open tickets.</p>

Update the OSI field with the following information:

OSI CHANGES PER COVID19 02MAR21

Please reissue tickets to include

CHANGES PER COVID19 02MAR21

Or if TSP waive -

Update the OSI field with the following information

OSI VS PER COVID19 GBPXXX SIT 02MAR21

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 02MAR21

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

Rebooking for all bookings ticketed from 06 Feb 2021 to 02 Mar 2021

For passengers with flights which are still scheduled to operate

Flights are still operating	
Bookings from	06 Feb 21



Bookings until	02 Mar 21
Original travel by	30 Apr 22
New travel must be completed by	30 Apr 23
Change fees	Waived - unlimited date/flight changes 1 x name change (free of charge)
Fare difference	Waived if all travel is completed by 31 May 21 For travel from 01 Jun 21, fare difference applies with no refund if new fare is lower.
Change of Origin or Destination	Change fees are waived. Fare difference is waived if all travel is completed by 31 May 21. For travel from 01 Jun 21, fare difference applies with no refund if new fare is lower.
Refund	No refund. No refund on fare difference. Open tickets are allowed. No refund on residual value of open tickets.

Update the OSI field with the following information:

OSI CHANGES PER COVID19 02MAR21

Please reissue tickets to include

CHANGES PER COVID19 02MAR21

Or if TSP waive –

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Update the OSI field with the following information

OSI VS PER COVID19 GBPXXX SIT 02MAR21

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 02MAR21

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

Rebooking for all bookings ticketed from 05 Dec 2020 to 05 Feb 2021

For passengers with flights which are still scheduled to operate

Bookings from	05 Dec 20
Bookings until	05 Feb 21
Original travel by	30 Apr 22
New travel by	30 Apr 23
Change fees	Waived for 2 x changes 1 x name change (free of charge)
Fare difference	Waived if all travel is completed by 31 May 21 For travel between: 01 Jun 21 until 31 Dec 22: Fare difference is waived if within £60 for Economy



	<p>£120 for Premium £350 for Upper</p> <p>For travel from 01 Jan 2023 and completed by 30 Apr 23: Fare difference applies</p>
Change Origin or Destination	<p>Change fees as per above.</p> <p>Fare difference is waived if all travel is completed by 31 May 21. For travel from 01 Jun 21, fare difference apply.</p>
Refund	<p>No refund. No refund on fare difference. Open tickets are allowed. No refund on residual value of open tickets.</p>

Update the OSI field with the following information:

OSI CHANGES PER COVID19 02MAR21

Please reissue tickets to include

CHANGES PER COVID19 02MAR21

Or if TSP waive -

Update the OSI field with the following information

OSI VS PER COVID19 GBPXXX SIT 02MAR21

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 02MAR21



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

Rebooking for all bookings ticketed from 12 Jun 2020 to 04 Dec 2020

For passengers with flights which are still scheduled to operate

Bookings from	12 Jun 20
Bookings until	04 Dec 20
Original travel by	30 Apr 22
New travel by	30 Apr 23
Change fees	Waived for 2 x changes 1 x name change (free of charge)
Fare difference	<p>Waived if all travel is completed by 31 May 21</p> <p>For travel between: 01 Jun 21 until 31 Dec 22: Fare difference is waived if within £60 for Economy £120 for Premium £350 for Upper</p> <p>For travel from 01 Jan 2023 and completed by 30 Apr 23: Fare difference applies</p>
Change Origin or Destination	Change fees as per above.

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	<p>Fare difference is waived if all travel is completed by 31 May 21. For travel from 01 Jun 21, fare difference apply.</p>
Refund	<p>No refund. Open tickets are allowed. Refund on fare difference is allowed.</p>

Update the OSI field with the following information:

OSI CHANGES PER COVID19 02MAR21

Please reissue tickets to include

CHANGES PER COVID19 02MAR21

Or if TSP waive -

Update the OSI field with the following information

OSI VS PER COVID19 GBPXXX SIT 02MAR21

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 02MAR21

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

Rebooking for all bookings ticketed up to 11 Jun 2020

For passengers with flights which are still scheduled to operate

Bookings from	Before 11 Jun 20
Bookings until	11 Jun 20



Original travel by	30 Apr 22
New travel by	30 Apr 23
Change fees	Waived for 1 x change
Fare difference	<p>Waived if all travel is completed by 31 May 21</p> <p>For travel between: 01 Jun 21 until 31 Dec 22: Fare difference is waived if within £60 for Economy £120 for Premium £350 for Upper</p> <p>For travel from 01 Jan 2023 and completed by 30 Apr 23: Fare difference applies</p>
Change Origin or Destination	<p>Change fees as per above.</p> <p>Fare difference is waived if all travel is completed by 31 May 21. For travel from 01 Jun 21, fare difference apply.</p>
Refund	<p>No refund.</p> <p>No refund on fare difference.</p>

Update the OSI field with the following information:

 **VS**bulletin**OSI CHANGES PER COVID19 02MAR21**

Please reissue tickets to include

CHANGES PER COVID19 02MAR21

Or if TSP waive -

Update the OSI field with the following information

OSI VS PER COVID19 GBPXXX SIT 02MAR21

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 02MAR21

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](#)

Bookings from	Any
Bookings until	Any
Original travel by	31 Aug 21
New travel must be completed by	30 Apr 23

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Change fees	Waived - unlimited date/flight changes 1 x name change (free of charge)
Fare difference	Fare difference applies.
Change of Origin or Destination	Change fees are waived. Fare difference applies with no refund if new fare is lower.
Refund	Refund is allowed. Open tickets are allowed. Use value of original ticket towards a new ticket is allowed.

Update the OSI field with the following information:

OSI CHANGES PER COVID19 02MAR21

Please reissue tickets to include

CHANGES PER COVID19 02MAR21

Or if TSP waive -

Update the OSI field with the following information

OSI VS PER COVID19 GBPXXX SIT 02MAR21

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 02MAR21

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

Re-Route

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- 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

For details of re-routing onto AF, KL or DL please check here for [class mapping information](#).

Open Ticket

Should your customers be unsure of their new travel dates they can rebook up to and including 30 April 2023.

- 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. Change fees and TSP as per rebooking policies above.
- 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

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Update the OSI field with the following information

OSI VS PER COVID19 GBPXXX SIT 02MAR2021

Please reissue tickets to include

OSI VS PER COVID19 GBPXXX SIT 02MAR2021

Tickets must be issued on/before revised travel date.

Replacement passenger

Replacement customers are permitted per ticket within a PNR. When the customers provide the new name follow the steps below

For VS/VS* itineraries

- Refund original ticket which will be credited to original form of payment
- Replace original customer name with the new customer details within your original PNR
- Issue new ticket using original fare
- Update the OSI field with the following information

OSI VS REPLACEMENT PAX DUE TO COVID19 02MAR2021

OSI VS REFUND NEW TKN 932 XXXXXX

For itineraries with other airlines included

- Create a new PNR for the replacement customer using a fare valid at time of creation
- 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 02MAR21

OSI VS REFUND NEW TKN 932 XXXXXX

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

No Shows

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We would encourage customers to rebook prior to the original travel date, If your customers do not show up for their flight you may rebook your customers. Change fees will be waived, fare difference applies if new travel is on/after 01 Jun 21.

Refunds will not be permitted.

General Guidelines	
No-Show	Change fees are waived. Fare difference applies if new travel is on/after 01 Jun 21. No Refund

Refund policy

Refunds permitted should one or more of the following apply

1. A flight cancellation

Update the OSI field with the following information:

OSI REFUND PER COVID 19 SIT 05FEB2021

2. Customers impacted by an event beyond their control, for **bookings made** on or before 11th of March 2020

Update the OSI field with the following information:

OSI REFUND DUE NAT LOCKDOWN DDMMYY

Definition of 'events beyond your control'

- National or local lockdowns
- Positive COVID-19 tests and instructed to self-isolate by the NHS or local health authorities
- Unable to board return flight due to requiring to quarantine at destination
- Governmental restrictions and requirements (travel ban and/or cancellation of a travel visa).

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Customers who booked on/before 11 Mar 20 for travel up to 16 May 21 should be allowed a refund if impacted by governmental travel restrictions. Current UK government restrictions on international travel will be reviewed on 12 Apr 21.

Customers are eligible for a refund if their flight was/is still operating during these UK national lockdown periods (inclusive):

- 17th March – 10th May 2020
- 5th Nov – 1st December 2020
- 4th Jan – 16th May 2021 (this date is subject to change)

Customers may also request a refund if a national lockdown was in place at their arrival destination

Original Booked Date - Bookings made up to and including 11th March 2020

Customers whose original **booking date** was on or before 11th March 2020 can request a refund if they were unable to travel due to an event beyond their control such as a National Lockdown, see above.

Original ticket has been reissued

Customers **booked** on or before 11th March 2020 that have since changed their travel plans, resulting in a new ticket issue date, will still be entitled to a refund

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

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