

 VSbulletin

Ref. SB0384  
Issue Date: 06 May 2021

## VSbulletin – GDS Refunds – UPDATE 30 April 2021

We need to let you know that with effect from 1st May 2021, we will be charging a GBP30.00 fee for any Refund Applications raised that can be processed through your GDS. Virgin Atlantic will charge a GBP30.00 administration fee, which will be applied per ticket and will be deducted from the final refund amount.

Refunds can be processed through your GDS if the following criteria is met:

- Ticket is un-used
- Ticket is partially un-used
- Cancellation of a reservation and refund of an original issued ticket before midnight the day after ticketing
- If a full refund is due - for death of the passenger or qualifying relative and adheres to the fare conditions
- Authorisation has been given by VS Account Manager or Sales Support
- If there is a full refund due to a Virgin Atlantic schedule change as per the Global Schedule Change policy, or authorisation has been given by VS Sales.

Our Global **Refund** policy can be reverted to for advice and information regarding GDS refunds.

---

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.

 VSbulletin**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](mailto: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](mailto:HKG.SalesSupport@fly.virgin.com) or +852 2532 3080.