

The logo for 'VSbulletin' features a purple document icon with three horizontal lines on the left. To its right, the letters 'VS' are in a large, red, sans-serif font, and the word 'bulletin' is in a purple, sans-serif font.

Ref. SB0398

Issue Date: 02 November 2021

VSbulletin: Keeping our customers informed - October 2021

As we continue to forge our recovery from the pandemic it remains a dynamic time for international travel, and we want to ensure that our mutual customers are the first to know of changes to their flights during times of operational disruption and important pre-travel information such as country entry and document requirements.

If we're unable to contact customers, it relies on you as agents to do so, which in these fast-paced times means we may not reach them in time.

We'd like to take this opportunity to remind you that IATA Resolution 830d mandates that agents actively ask each passenger whether they wish to have their contact details (mobile number and/or email) provided to Virgin Atlantic, and other airlines in the itinerary, so that we are able to contact them in the event of flight disruption.

Where the passenger wishes to have their contact details provided to airlines, please enter these in the PNR using the [SSR entries](#).

Where the passenger does not wish to provide their contact details, you should advise the passenger that they may not receive information from us relating to flight disruption, including delay, cancellation, schedule change, or important pre-travel information such as specific entry requirements. The booking should be updated using the 'refused' SSR entry.

We want to work together to provide the best service for our mutual customers and assure you that we will only be using their contact information for service communications.

We would like to extend our heartfelt thanks for your support. We look forward to welcoming our mutual customers on board soon. In the meantime, thank you for the incredible partnership you have shown us.

Fly safe, fly well

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