

 VSbulletin

Ref. SB0406

Issue Date: 12 January 2022

VSbulletin: Important Information about Kiwi.com - 11 Jan 2022

Dear Valued Partner,

As a trusted partner, we appreciate you and the business you generate. So when we hear of travel companies who 'bend the rules' it causes ripples through our trade world and upsets us that customers can be affected in a negative way.

We are emailing you today to inform you that Virgin Atlantic along with our Joint Venture partners, Air France, KLM and Delta Air Lines, **do not permit you to work as a consolidator or be associated in any way with Kiwi.com** for the reasons noted below but not limited to:

1. Kiwi.com is booking connecting flights when customers request a direct flight. They are also circumventing Virgin Atlantic inventory. This tariff abuse breaches our Global Policies and can result in an ADM raised against your agency. We have received many customer complaints and faced operational issues at our Airports in relation to baggage, COVID requirements and being checked in for onward flights.
2. Kiwi.com openly advertise 'Travel Hacks' on their website which again breaches our policies. Customers can be denied travel at the Airport for breaching our Conditions of Carriage (Article 6 and 13).
3. Kiwi.com does not provide customer contact details in its bookings (IATA Resolution 830), therefore Virgin Atlantic cannot fulfil its obligation to inform customers of operational changes or disruptions.
4. Kiwi.com is screen scraping VirginAtlantic.com and making bookings on our direct platform against Virgin Atlantic rules. As you know, our website is only to be used by customers.
5. Kiwi.com is buying tickets on VirginAtlantic.com using credit cards that are not owned by the customer. This is very disruptive for our refunds policy and it is therefore not allowed in any distribution channel for Virgin Atlantic (IATA resolution 890).

With immediate effect any agency found to be working on behalf of Kiwi.com will have their Ticketing Authority removed.

If you have any questions relating to this, please speak to your Virgin Atlantic representative or Account Manager.

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