

 VSbulletin

Ref. SB0410

Issue Date: 04 February 2022

## VSbulletin: COVID-19 Operational Update – 03 Feb 2022

It remains a dynamic time for international travel and we're continually reviewing our flying schedules.

After careful review of our London Heathrow – Hong Kong schedule, we have taken the difficult decision to extend the temporary suspension of all passenger services until 28 February 2022, as we work with authorities to overcome current operational challenges on this route. We hope to reinstate this service as soon as practicable, providing vital connectivity between the UK and Hong Kong for customers and global supply chains. We're sorry for the inconvenience caused to our customers.

Everything you need to know to assist our customers with date changes and refunds, including our flexibility policy can be found [here](#).

We are making some frequency updates on selected routes and to ensure impacted passengers can continue with their travel plans, they will be reprotected to the most suitable alternative departure. Where a flight is cancelled, due limited operations to these destinations, there will be no re-protection option available, these sectors will appear as UN.

Bookings affected by these changes will be updated in your GDS on Saturday 05 February 2022.

Cancellations  
Effective until & including

Hong Kong

LHR-HKG

21 - 28 Feb 2022

Please check [here](#) regularly for updates to travel restrictions and [here](#) for specific flight status.

**Please ensure the latest traveller contact information is available within the booking, so the latest instructions reach the traveller via SMS and email.**

### **Unaccompanied Minors Reminder**

Due to the ongoing situation with COVID-19, we have suspended the carriage of unaccompanied minors, aged 5 to 11 years old. This decision has been made with the health and safety of our people and customers at the front of our minds.

We will continue to review the situation and keep you up to date with any changes. Our **flexible booking policy** may be used for any unaccompanied minors that you may have booked for travel.

### **Flexibility Policy**

Our **flexible booking policy** gives customers the freedom to book with confidence, knowing they can make changes if they need to. For flights booked for departures up to 31 December 2022, they can change travel dates up to 31 December 2023.

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.