

 VSbulletin

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Issue Date: 18 February 2022

VSbulletin: Summer 2022 Operational Update – 17 February 2022

We want to let you know that, as customer demand returns, we're making some adjustments to flying schedules for the summer season to optimise our network.

Following the challenges presented by the Covid-19 pandemic and changing travel restrictions, we now have greater levels of certainty to make changes to our flying programme from March 2022 onwards.

This means we'll be altering service frequencies on certain routes, including Seattle, Washington, Delhi and Tel Aviv from London Heathrow and Atlanta and Islamabad from Manchester, alongside some aircraft type changes, which will mean our award-winning Airbus A350-1000 will be in service on routes including Heathrow-Delhi and Orlando from Manchester and Heathrow.

We have taken the difficult decision to extend the temporary suspension of all passenger services between London Heathrow and Hong Kong schedule until 14 March 2022, as we work with authorities to overcome current operational challenges on this route.

We apologise for any inconvenience caused by the schedule changes. For the majority of customers whose flights are cancelled, they will be automatically booked on to an alternative Virgin Atlantic service on the same day. If there is no alternative service, these sectors will appear as UN.

If we have to re-time flights, wherever possible this time change will be kept to a minimum, but we recognise that these changes may not suit everyone. Our **flexible booking policy** allows customers to further amend their flights, should they wish, with no change fees, all the way until 31 December 2023. If the new departure time is over three hours' difference to the original departure time, then customers can also **request a refund**.

Bookings affected by these changes will be updated in your GDS on Saturday 19 February 2022.

During Summer 22, we plan to operate the following schedule, subject to late changes:

Our Summer 2022 Flying Programme

USA	LHR-JFK-LHR	35 per week	A351/B789/A333
	LHR-MIA-LHR	7 per week	B789
	LHR-LAX-LHR	17 per week in Apr 21 per week May-Oct	A351/B789
	LHR-BOS-LHR	7 per week	B789/A333
	LHR-SFO-LHR	11 per week in Apr 14 per week May-Oct	B789
	LHR-IAD-LHR	5 per week	B789
	LHR-MCO-LHR	14 per week	A351/A333
	LHR-ATL-LHR	7 per week	A351/B789
	LHR-SEA-LHR	5 per week	B789
	LHR-LAS-LHR	7 per week	B789
	LHR-AUS-LHR	4 per week May-Oct	B789
	Caribbean	LHR-ANU-LHR	3 per week
LHR-BGI-LHR		7 per week	A333
LHR-UVF-LHR		3 per week in Apr	B789

	LHR-MBJ-LHR	4 per week	B789
London to Rest of World	LHR-HKG-LHR	7 per week	B789
	LHR-PVG-LHR	Shanghai restart date to be confirmed	
	LHR-DEL-LHR	7 per week Apr-May 14 per week Jun-Oct	B789
	LHR-BOM-LHR	7 per week	B789
	LHR-LHE-LHR	4 per week	A333
	LHR-ISB-LHR	3 per week	A333
	LHR-LOS-LHR	7 per week	A351
	LHR-JNB-LHR	7 per week	B789
	LHR-TLV-LHR	7 per week	B789/A333
Manchester and Regional flying	MAN-MCO-MAN	12 per week	A351/A333
	MAN-BGI-MAN	4 per week in April	A333
	MAN-ATL-MAN	6 per week in April 5 per week May-Oct	A333
	MAN-JFK-MAN	7 per week	A333
	BFS-MCO-BFS	1 per week Jun-Jul	A333
	EDI-MCO-EDI	2 per week	A333
	MAN-ISB-MAN	2 per week	A333

*Aircraft types are dominant on the route through majority of the summer season

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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.

Reminder for Customers Travelling from India to the UK

If a customer travelling from India to the UK declares a fully vaccinated status on their Passenger Locator Form to enter the UK, the passenger will need to present an approved paper or digital International Vaccine Certificate. This must include the customer's date of birth (day, month, year) and not their age in years. Passengers can make changes to their details on the vaccine certificate on the CoWIN website.

Flexibility Policy

Our [flexible booking policy](#) gives customers the freedom to book with confidence, knowing they can make changes if they need to.

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