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VSbulletin: Summer 2022 Operational Update – 03 March 2022

We want to let you know that, as customer demand returns, we're making some adjustments to flying schedules to optimise our network, including some aircraft type changes.

We apologise for any inconvenience caused by the schedule changes. For any customers whose flights are cancelled, the majority 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**.

With a direct flight ban still in effect between mainland China and the UK, we have decided to extend the existing suspension of London Heathrow – Shanghai passenger services for the summer season. It is our full intention to restart this important link in October 2022, or sooner, and we are working with the relevant authorities to stage trial passenger flights in the coming months to pave the way for this.

As a result of the current UK – Hong Kong flight ban, which is in effect until 20 April, our London Heathrow – Hong Kong schedule remains temporarily suspended. Once the flight ban is lifted, we will work with authorities to reinstate this service as soon as practicable, providing vital connectivity between the UK and Hong Kong for customers and global supply chains. For now, we've taken the decision to cancel these services until 30 April, including legs from Hong Kong to London Heathrow, and apologise for any inconvenience caused. Our Hong Kong customers are important to us and we look forward to returning as soon as we overcome the current operational challenges.

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

Last week, we took the decision to start avoiding Russian airspace and our flight paths will continue to be adjusted for some Virgin Atlantic passenger services between the UK,

Pakistan and India. We apologise for any inconvenience caused to customers by slightly longer flight times.

The safety and security of our customers and people always comes first and we're monitoring the situation in Ukraine and Russia extremely carefully following the escalation of conflict, continuing to operate in full compliance with relevant safety regulators, authorities and governments.

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

Our Summer 22 Flying Schedule			
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	A333
	LHR-BGI-LHR	7 per week	A333
	LHR-SVD-LHR (via BGI)	2 per week	A333
	LHR-TAB-LHR (via BGI)	1 per week	A333
	LHR-GND-LHR (via BGI)	2 per week	A333
	LHR-UVF-LHR	3 per week in Apr	B789
	LHR-MBJ-LHR	4 per week	B789
	LHR-NAS-LHR	2 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

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

We will continue to keep you up to date with all the latest updates to schedule and travel restrictions.

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

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.