

THE NEWSAGENT STOP PRESS

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Stop Press 780 – Removal of IATA vMPD

Following Stop Press 757, outlining the IATA e-Services project to facilitate the collection and fulfilment of miscellaneous and ancillary services through all distribution channels, global BSPs will phase out acceptance of the IATA vMPD from 30 June 2014.

Virgin Atlantic cannot currently accept EMD. However, amounts currently collected on a vMPD can be ticketed as follows, with immediate effect:

Upgrades

E-tickets should be re-issued as an uneven exchange (UE), with the original ticket value plus the additional collection (ADC). Applicable change fees should be shown as an "XP" tax code on the re-issued e-ticket.

Change & Penalty fees

Any fees collected in association with flight changes or ticket amendments should be shown as an "XP" tax code on the re-issued e-ticket.

Refunds

Our existing process for refunds via BSPLink will not be impacted by this change.

For residual value refunds a refund application must be submitted via BSPLink with the original and new ticket numbers included.

Virgin Atlantic will continue to accept vMPDs issued on or before 30 June 2014.

If you have any queries relating to this communication, please contact Sales Support - sales.support@fly.virgin.com or +44844 2097705