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Virgin Atlantic Stop Press 788

UPDATE: Withdrawal of Cyprus Airways Codeshare Agreement

From 14 September 14, Cyprus Airways will end its London Heathrow service, moving it to Stansted. This means our codeshare partnership with CY will terminate.

Re accommodation

Customers booked on **VS*/CY** sectors for travel on/after 14 September 2014 have been unconfirmed and will be offered the following options:

A full refund – please update the SI field with the following information:

SI VS FULL REFUND AUTH DUE CY CODESHARE TERMINATION

Rebook onto an alternative CY flight to Stansted – please contact CY directly on **+357 22365600**

The same options are also available to customers who have booked directly with VS. CY will provide transfers for customers needing to make the journey between Stansted and Heathrow.

Ticketing

VS*/CY bookings for travel **up to 13 September 2014 will need to be ticketed by Friday 27 June 2014** or they will be cancelled.

Bookings changed to travel on the **new CY LCA-STN service** on/after 14th September 2014 need to be rebooked and tickets reissued by **Friday 11 July 2014**.

Please ensure the SI field is updated with the following information:

SI VS INVOL REROUTE IATA 0735D ORIGINAL FARE RULES APPLY

Regardless of the original Ticketing Time Limit (TTL), please make sure that you issue any unticketed bookings by 27 June 14. If you issue any CY tickets after that date, they won't be valid and your customers won't be able to travel.

If you have questions about this, please feel free to contact Sales Support - sales.support@fly.virgin.com or +44344 2097705.