

Virgin Atlantic Stop Press

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Virgin Atlantic Stop Press 800

UPDATE: Removal of HX Segments

We would like to remind you that currently when flight segments are cancelled in a GDS, they remain in bookings as "HX" status unless agents take action to remove them.

We need to let you know that for flights departing on or after 1 November 2014, any VS bookings that have not had the "HX" status segments removed from the booking at least 24hrs before departure will face a charge.

Charges will be GBP4.00 per sector, per passenger and will incur a charge of GBP30.00 per ADM raised. Any violations will be presented on a single ADM each month.

The ADM is intended to recover costs incurred by us and will highlight why the ADM has been issued. This should encourage the removal of "HX" status segments from bookings, however repetition of violations will be managed directly with you. We also reserve the right to inhibit your booking and ticketing capabilities on VS operated or marketed services if you don't take appropriate action to correct bookings.

If you have any questions about this, please contact Sales Support at sales.support@fly.virgin.com or on +44344 2097705.