

Virgin Atlantic Stop Press

Virgin Atlantic Stop Press 803 – Re-protection policy for customers affected by the cessation of the Little Red domestic services.

Following the announcement that Virgin Atlantic will cease the Little Red domestic flying operation next year we have the following agreements in place for our affected passengers for bookings ticketed on VS/932 stock on or before 09 October 2014;

Little Red flights will cease on the following dates:

London Heathrow to Manchester – 28 March 2015

London Heathrow to Aberdeen – 26 September 2015

London Heathrow to Edinburgh – 26 September 2015

Aberdeen & Edinburgh

Cancelled flights are out of system range, so re-protections are not required.

Manchester

Customers booked Point to Point; Example LHR – MAN – LHR only

Option 1 – A full refund may be offered

Please ensure bookings are updated with the following SI information:

SI FULL REFUND AUTH DUE TO CESSATION OF VAA LITTLE RED SERVICE

Option 2 – Rebook customer onto the next available BA flight free of charge, using the following classes, you must use the lowest available booking class:

BA Booking classes O Q N V L M K H B

Please ensure bookings are updated with the following SI information:

SI INVOL REROUTE AUTH DUE TO CESSATION OF VAA LITTLE RED SERVICE

Any customers wishing to make a voluntary date change to a date where the VAA flight is no longer operating should be advised that the original ticket rules/charges will apply.

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Customers booked on Little Red with a VS or other airline connection. Same ticket / same PNR; Example: MAN – LHR - LAX return

Option 1 - Rebook the customer onto another VS or VS* service. i.e.

MAN – ATL (VS)
MAN – ATL – LAX (VS/VS*)
MAN – MCO (VS)
MAN – ATL – MCO (VS/VS*)
MAN – JFK (VS*)
MAN – JFK – SFO (VS*/VS*)
MAN – LAS (VS)
MAN – BGI (VS)

Use the same classes as shown on the original ticket. If the same class is not available, the lowest class within the same cabin must be used.

Please ensure bookings are updated with the following SI information;
SI INVOL REROUTE AUTH DUE TO CESSATION OF LITTLE RED SERVICES

Option 2 - The customer must stay on the VS international sector. Rebook the domestic services with BA free of charge, using the following booking classes; you must use the lowest available booking class:

BA Booking classes O Q N V L M K H B

Please ensure bookings are updated with the following SI information;
SI INVOL REBOOK AUTH DUE TO CESSATION OF LITTLE RED SERVICES

Note: the customers original fare rules will apply

Option 3 - A full refund may be offered.

Please ensure bookings are updated with the following SI information;
SI FULL REFUND AUTH DUE TO CESSATION OF VAA LITTLE RED SERVICE

If you have any questions surrounding this announcement please contact Sales Support on 0344 209 7705.