

# Virgin Atlantic Stop Press

This information is just for you. Please don't share it externally.

## Virgin Atlantic Stop Press 808

### UPDATE: Latest Ebola Virus Travel Information – Updated information (Addition of Mali)

Many countries around the world are introducing additional travel requirements to help stop the spread of the Ebola virus. Customers who have visited Sierra Leone, Liberia, Guinea or **Mali** recently should check the latest travel information for the country they are travelling to.

Additionally, if any customers are flying to the US and have visited Sierra Leone, Liberia, Guinea or **Mali** within the last 30 days, they will only be able to enter the US at one of the below airports:

- New York (JFK)
- Newark (EWR)
- Washington Dulles (IAD)
- Chicago (ORD)
- Atlanta (ATL)

To assist affected passengers, the following steps must be taken:

1. Rebook the international flight (to one of the above 5 destinations) free of charge within the original booking class.  
A VS operated or VS marketed / DL operated service may be used.  
If the original booking class is not available, the lowest class within the original cabin must be used.

The following SI remark must be added to the booking:

**SI YY INVOL REROUTE DUE TO USA ENTRY REQUIREMENTS**

2. Rebook the connecting flight on to the customers' final ticketed destination free of charge using the lowest available booking class.  
A VS operated or VS marketed / DL operated service may be used.

The following SI remark must be added to the booking:

**SI YY INVOL REROUTE DUE TO USA ENTRY REQUIREMENTS**

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3. Reissue the ticket with no additional collection. Please note refunds can only be offered subject to the original fare rules.

## **NOTE:**

In the event that it is not possible to re-route a customer due to availability or a flight misconnect, please contact Sales Support directly for assistance.

We would like to reassure all our customers that we are following all advice and additional requirements from governments around the world to help stop the spread of the virus.

For further information about the Ebola virus can be found at:

### **World Health Organisation**

<http://www.who.int/mediacentre/factsheets/fs103/en/>

### **UK Government**

<https://www.gov.uk/government/topical-events/ebola-virus-government-response>

### **Centres for Disease Control and Prevention**

<http://wwwnc.cdc.gov/travel/notices/warning/ebola-liberia>

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

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