

# Virgin Atlantic Stop Press

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

## Virgin Atlantic Stop Press 817

### URGENT UPDATE: VS43 LGW-LAS & VS44 LAS-LGW - 29<sup>th</sup> December

We need to let you know that on the 29 December 2014 the VS43 returned back to Gatwick at 1546 due to a technical issue with one of the landing gears. We can confirm the plane has landed safely.

The Customer Care Line has been activated and is available for our passengers. All passengers on board have been given a letter with the contact details.

#### **What will happen to the passengers?**

All passengers are on their way to the Reception Centre at the North Terminal. Rooms have been arranged at the Hilton Gatwick South Terminal where the passenger will be staying overnight.

#### **Will passengers receive their luggage?**

Luggage will be delivered to the Hilton Hotel tonight for all passengers. If you receive any calls from your passengers please advise them to keep their baggage tags.

#### **Passenger Options**

All passengers will be rebooked onto the VS1043 30<sup>TH</sup> December 2014.

**Departing**      **LGW 1100 30<sup>TH</sup> December 2014**  
**Arriving**      **LAS 1315 30<sup>TH</sup> December 2014 local time.**

However if passengers do not wish to travel we can offer the following:

- Cancellation with full refund  
Update the SI filed with the following information:  
SI VS INVOL REFUND DUE VS43/29 Dec CANX
- Rebook the same booking class on the new date if available.  
If the original booking class is not available, re-book the next available booking class within the same cabin (no additional collection or change fee will be charged).  
Travel must be rebooked by the 31<sup>st</sup> January 2015 and travel up to the end of 2015.  
SI must be added  
SI VS INVOL REROUTE DUE TO VS43/29 Dec

#### **Will this affect any of our Flying Programme?**

The VS44 LAS-LGW 29<sup>TH</sup> December 2014 has been cancelled. All passengers have been rebooked onto the VS1044 which is departing tomorrow 30<sup>th</sup> December 2014 and scheduled as follows:

**Departing**              **LAS 1545 local time**  
**Arriving**              **LGW 0945 local time 31st December 2014.**

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.

For all other Stop Press information, please visit [www.vsflvyinghub.com/updates/stop-press](http://www.vsflvyinghub.com/updates/stop-press)