

Virgin Atlantic Stop Press

Virgin Atlantic Stop Press 820

Adverse weather disruption / cancellations – US North East Coast- UPDATE

We need to let you know that due to the predicted snowfall today/tomorrow in New York and Boston the following flights have now been cancelled.

Date	Flight number	Route
27th January 2015	VS01	LHR-EWR
	VS02	EWR-LHR
	VS11	LHR-BOS
	VS12	BOS-LHR

We are offering free of charge changes to any passenger/s wishing to move onto our other flights traveling up until 30th January 2015.

If a passenger no longer wishes to travel they can also cancel their booking and receive a refund of their unused ticket.

Rebooking Policy:

1) Re-book for travel until 30th January 2015

- Rebook the same booking class on the new date if available until 30th January 2015.
- 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).
- Update the SI field with the following information:
SI VS INVOL DATE CHANGE DUE TO VS XX CANX

2) Re-route for travel until 30th January 2015

- Rebook the same booking class on the new date/route if available until 30th January 2015.
- If the original booking class is not available, re-book in the next available booking class within the same cabin.
- The passenger will need to pay any additional fare and taxes.
- Update the SI field with the following information:
SI VS DATE CHANGE REROUTE DUE TO VS XX CANX

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3) A refund of unused flights, if travel **has not** commenced.

All refunds will be credited to the original form of payment. Passengers requiring a refund should be referred back to the original point of sale.

- Update the SI filed with the following information:
- SI VS INVOL REFUND DUE VS XX CANX

Winter weather may impact travel to and from Washington. Passengers may make a one-time free of charge change to their ticket if travelling to or from this airport on the 26th or 27th January 2015.

Tickets must be re-issued and rebooked and travel must be no later than 30 January 2015.

When rescheduled travel occurs beyond 30 January 2015, the change fee will be waived. However a difference in fare may apply.

Rebooking Policy:

1) Re-book for travel until 30th January 2015

- Rebook the same booking class on the new date if available until 30th January 2015.
- 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).
- Update the SI field with the following information:
SI FOC DATE CHANGE DUE EAST COAST WEATHER

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

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