

# Virgin Atlantic Stop Press

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

## Virgin Atlantic Stop Press 823

### URGENT UPDATE: Adverse weather disruption / cancellations – US North East Coast

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

Date	Flight number	Route
<b>2<sup>nd</sup> February 2015</b>	VS11	LHR-BOS
	VS12	BOS-LHR

We're offering free of charge changes to any passenger(s) wishing to move onto our other flights traveling up until 6<sup>th</sup> February 2015.

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

#### **Rebooking Policy:**

##### **1) Re-book for travel until 6<sup>th</sup> February 2015**

- Rebook the same booking class on the new date if available until **6<sup>th</sup> February 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 6<sup>th</sup> February 2015**

- Rebook the same booking class on the new date/route if available until **6<sup>th</sup> February 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

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 +44 344 209 7705.

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