

Virgin Atlantic Stop Press

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Virgin Atlantic Stop Press 824

URGENT UPDATE: US North East Coast adverse weather - disruption / cancellations

We need to let you know that due to weather in the U.S East coast area the following flights have been cancelled:

Date	Flight number/Route
15 February 2015	VS11 - LHRBOS VS12 - BOSLHR VS26 - JFKLHR VS18 - EWRLHR VS 01 - LHREWR VS 03 - EWRLHR

We're offering free of charge changes to any passenger(s) wishing to move onto our other flights travelling up until 25 February 2015.

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

Re-booking Policy:

1) Re-book for travel until 25 February 2015

- Re-book the same booking class on the new date if available until 25 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

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2) Re-route for travel until 25 February 2015

- Re-book the same booking class on the new date/route if available until 25 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

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

- All refunds will be credited to the original form of payment.
- Update the SI filed with the following information:
- SI VS INVOL REFUND DUE VS XX CANX

4) Rebooking options for passengers travelling to, from or through New York JFK, Newark and Boston between 14 and 16 February 2015

In view of the forecast weather conditions customers booked to travel to, from and through New York JFK, Newark and Boston between 14 and 16 February who prefer to rebook for a later date may do so, without penalty

Rebookings are subject to availability in the same booking class for flights and travel must be completed on or before 25 February 2015.

If you have any questions about this, please contact Sales Support at sales.support@fly.virgin.com or on +44 344 209 7705.

For all other Stop Press information, please visit www.vsflyinghub.com/updates/stop-press