

Virgin Atlantic Stop Press

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Virgin Atlantic Stop Press 835

URGENT UPDATE: 10/11 July 2015 – VS250/VS251 Flight cancellations

We need to let you know that due to the predicted storm, **the following flights to and from Shanghai have now been cancelled:**

Date	Flight number	Route
10 th July 2015	VS250	LHR-PVG
11 th July 2015	VS251	PVG-LHR

We're offering free of charge booking changes to any customer(s) wishing to rebook onto other Virgin Atlantic flights.

The following options are available to customers affected by the cancellations:

Rebook customers to a new date:

- To rebook customers, please contact Sales Support on +44 344 209 7705.
- Customers can be rebooked to a new date, subject to availability.
- If the original booking class is not available, customers will be rebooked on to the next available booking class within the same cabin (no additional collection or change fee will be charged).
- Once Sales Support has made the change to the booking, please update the PNR passively with the new sector and re-issue the ticket in exchange.
- Please update the SI filed with the following information:
SI VS INVOL DATE CHANGE DUE TO VS XX CANX

Rebook customers on a new date/route:

- Customers can be rebooked in the same booking class on a new date/route, subject to availability.
- If the original booking class is not available, please rebook customers on to the next available booking class within the same cabin.
- **N.B. Customers will need to pay any additional fare and taxes.**
- Please update the SI filed with the following information:
SI VS INVOL RE-ROUTE DUE TO VS CANX

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Customers no longer wishing to travel can cancel their booking and receive a refund

- All refunds will be credited to the original form of payment.
- Customers requiring a refund should be referred back to the original point of sale.
- Please update the SI filed with the following information:
SI VS INVOL REFUND DUE VS XX CANX

Thanks for your patience. We know it's a lot to get up to speed with.

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.vsflighthub.com/updates/stop-press.