

# Virgin Atlantic Stop Press

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

## Virgin Atlantic Stop Press 836

UPDATE: Availability on Air China codeshare flights.

We need to let you know that we are currently experiencing problems with availability on our Air China codeshare flights.

Whilst the problems are investigated and rectified, the CA codeshare between LHR and Beijing has been removed from availability.

For any voluntary date changes to an existing booking, please offer your customers the below options:

- **Re-route via Shanghai with Virgin Atlantic and onwards to BJS.**
- **Full refund (unused tickets only).**
- **Customers on part travelled bookings can apply for a refund of unused sectors (the fare will be re-calculated).**

### **1) Re-routing a ticket:**

If the customer wishes to re-route via Shanghai, you will need to check if the fare can be re-routed, and which booking class to use for the onward connection from PVG:

Establish if the fare allows direct or in-direct services by checking the 'routing' rule (RG). If fare rules allow, this is classes as 'permitted re-routing'. Should the fare not allow re-routing, you will process as an 'involuntary re-route'. For an 'Involuntary re-route' the passenger will need to pay any additional fare and taxes.

For all un-ticketed bookings ensure the SI field is updated with the following information:

- **SI VS CA CODESHARE SUSPENSION**

For all ticketed bookings please re-issue the ticket and ensure the SI field is updated with the following information:

- **SI VS CA CODESHARE SUSPENSION**

### **2) 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 CA CODESHARE SUSPENSION REFUND**

### **3) A refund of part travelled bookings.**

- All refunds will be credited to the original form of payment.
- Update the SI filed with the following information:  
**SI VS CA CODESHARE SUSPENSION PART REFUND**

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We will be in touch again once the codeshare flights are back in availability.

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.