

Virgin Atlantic Stop Press

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

Virgin Atlantic Stop Press 849

UPDATE: Withdrawal of Transaero Codeshare & Interline Agreements

We need to let you know that our Transaero codeshare & interline agreements will cease with immediate effect.

For travel on/after 07 October 2015, all existing VS* bookings on Transaero (UN) have been updated with the status code of UN.

Please offer your customers the following options:

1. A full refund

Please update the SI field with the following information:

SI VS FULL REFUND UN CODESHARE TERMINATION

2. For customers with a VS operated connecting sector, please rebook the London–Moscow sector onto an alternative airline (BA or SU), where fare rules permit.

Customers can rebook for the same route & applicable booking class on BA/SU in accordance with fare conditions at no additional cost.

For ticketed bookings please re-issue the ticket.

3. For customers who do not have a VS operated connecting sector and who have had a ticket issued, rebook onto BA as follows:

- VS* booked in J, C, D, I, Z - Lowest available BA class: I, R, D, C, J
- VS* booked in Y, B, R, L, U, M, E, Q, X, N, O – Lowest available BA class: N, V, L, M, K, H, B, Y

Please update the SI field with the following information:

SI VS INVOL RE-ROUTE UN CODESHARE TERMINATION

4. For customers who don't have a VS operated connecting sector and who haven't had a ticket issued, no re-protection options are available.

If you have any questions about this, please contact Sales Support at sales.support@fly.virgin.com or on +44 344 2097705.

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