

Virgin Atlantic Stop Press

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

Virgin Atlantic Stop Press 859 - UPDATE

UPDATE- Adverse Weather Disruption / Cancellations – USA East Coast

We need to let you know that due to the predicted US East Coast storm we have decided to cancel the below flights to and from New York and Washington on 23 Jan and 24 Jan.

Date	Flight number	Route
23 January 2016	VS3	LHR-JFK
	VS4	JFK-LHR
	VS111	LHR-JFK
	VS112	JFK-LHR
	VS9	LHR-JFK
	VS10	JFK-LHR
	VS25	LHR-JFK
	VS1	LHR-EWR
	VS2	EWR-LHR
	VS21	LHR-IAD
	VS22	IAD-LHR
	24 January 2016	VS26

The VS26 will continue to operate on the 23 Jan however it will operate 7 hours earlier than scheduled.

Due to these continuing predicted weather forecast customers travelling to Boston can still date change free of charge as per Stop Press 857.

We are offering free of charge changes to any customer/s wishing to move onto our other flights traveling up until 30 January 2016.

If a customer no longer wishes to travel they can also cancel their booking and receive a refund of their part or unused ticket.

Rebooking Policy:

1) Re-book for travel until 30 January 2016

- Rebook the same booking class on the new date if available until 30th January 2016.
- 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).
- Only rebook on VS or VS/DL codeshare.
- Update the SI field with the following information:
SI VS INVOL DATE CHANGE DUE TO VS XX CANX
SI FOC DATE CHANGE DUE TO EAST COAST WEATHER

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2) Re-route for travel until 30 January 2016

- Rebook the same booking class on the new date/route if available until 30th January 2016.
- If the original booking class is not available, re-book one that is and re-fare the booking.
- Only rebook on VS or VS/DL codeshare.
- Re-route only applicable on unused tickets. The customer 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
SI REROUTE CHANGE DUE TO EAST COAST WEATHER

Refund Policy:

1) 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
SI REFUND DUE TO EAST COAST WEATHER

2) A refund of unused flights, if travel **has** commenced:

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

Tickets must be re-issued and rebooked and travel must be no later than 30 January 2016.

For the most up to date information on any forthcoming disruptions, please visit our website:
www.virgin-atlantic.com

If you have any questions about this, please contact Sales Support at
sales.support@fly.virgin.com or on +44344 2097705.

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