

# Virgin Atlantic Stop Press

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

## **Virgin Atlantic Stop Press 860 -**

### **Adverse Weather Disruption / Cancellations – USA East Coast- UPDATE**

We need to let you know that due to the continuing weather condition on the US East Coast we cancelled the below flights to and from New York and Washington on 23 January 2016

VS003 - London Heathrow to New York JFK (LHR-JFK)

VS004 - New York JFK to London Heathrow (JFK-LHR)

VS111 - London Heathrow to New York JFK (LHR-JFK)

VS112 - New York JFK to London Heathrow (JFK-LHR)

VS009 - London Heathrow to New York JFK (LHR-JFK)

VS010 - New York JFK to London Heathrow (JFK-LHR)

VS025 - London Heathrow to New York JFK (LHR-JFK)

VS001 - London Heathrow to New York Newark (LHR-EWR)

VS002 - New York Newark to London Heathrow (EWR-LHR)

VS021 - London Heathrow to Washington DC (LHR-IAD)

VS022 - Washington DC to London Heathrow (IAD-LHR)

**The following flights on the 24 January 2016 were also cancelled.**

VS026 - New York JFK to London Heathrow (JFK-LHR)

VS021 - London Heathrow to Washington DC (LHR-IAD)

VS022 - Washington DC to London Heathrow (IAD-LHR)

VS003 - London Heathrow to New York JFK (LHR-JFK)

VS004 - New York JFK to London Heathrow (JFK-LHR)

**We are offering customer's travelling to, from or through New York (JFK or Newark), Washington DC or Boston between 22 and 25 January 2016, the option to rebook onto a flight on a later date at no extra charge.**

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## **Rebooking Policy:**

### **1) Re-book for travel until 30 January 2016**

- Rebook the same booking class on the new date if available until 30<sup>th</sup> 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**

### **2) Re-route for travel until 30 January 2016**

- Rebook the same booking class on the new date/route if available until 30<sup>th</sup> 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**

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

## **Refund Policy: - Only applicable if customer's flight cancelled**

### **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**

For the most up to date information on any forthcoming disruptions, please visit our website:  
[www.virgin-atlantic.com](http://www.virgin-atlantic.com)

If you have any questions about this, please contact Sales Support at  
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