

# Virgin Atlantic Stop Press

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

## Virgin Atlantic Stop Press 864

### URGENT UPDATE: VS107 - 27FEB16 - CANCELLATION

We need to let you know that VS107 - 27FEB16 has been cancelled due to operational reasons.

1. Rebook the customer onto the next available flight Free of Charge on VAA / VS Codeshare or DL operated flights. Same destination and cabin using the lowest available booking class. If pre travel, re-fare for ticketing purposes only. Connecting Customers can use the alternative DL21.
2. Rebook to travel at an earlier or later date at the customer's convenience free of charge. Same booking class must be available and any seasonal supplements will need to be paid by the customer. Any increase will be taken, any decrease will be refunded.
3. Full Refund.

#### **Rebooking Policy:**

##### **1) Re-book for travel**

- Rebook the same booking class on the next available date.
- 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 OPERATIONAL REASONS**

For the most up to date information on any forth coming 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 [sales.support@fly.virgin.com](mailto:sales.support@fly.virgin.com) or on +44344 2097705.

For all other Stop Press information, please visit [www.vsflvyinghub.com/updates/stop-press](http://www.vsflvyinghub.com/updates/stop-press)