

# Virgin Atlantic Stop Press

## Stop Press 878: Delta Seasonal Reduction.

We need to let you know that Delta (DL) will be reducing their service from Edinburgh (EDI) to New York (JFK) on flights during the winter season 2016:

- EDI-JFK service will be seasonal from 10 Jan 2017 to 24 Mar 2017

Please follow the below policies dependent upon on how you have ticketed the PNR:

### **For tickets issued on VS\* ( Delta Operated) the re-protection policy is as follows:**

For tickets issued on/before 27 July 2016

#### **1. Re-protect via Manchester with Flybe (BE):**

- Please rebook on VS\*/BE EDIMAN and VS\*/DL MANJFK flights, into the same VS booking class as originally booked.
- Update the SI field with the following information:

#### **SI VS INVOL RE-ROUTE DUE TO DL 209/409 CANX**

- Please reissue tickets to include "INVOL REROUTE" in the endorsement box and where supported precede the fare calculation with an "I-"

#### **2. Re-protect on BA EDI-LHR connecting to DL/VS LHR-JFK**

- Please rebook on BA – EDILHR and VS/DL- LHRJFK flights. VS/DL flights should be booked in the original booking class.
- BA flights are to be booked in the lowest available booking class as follows:

Upper Class passengers: I R D C J

Premium Economy & Economy passengers: N V L M K H B Y

- Update the SI field with the following information:

#### **SI VS INVOL RE-ROUTE DUE TO DL 209/409 CANX**

- Please reissue tickets to include "INVOL REROUTE" in the endorsement box and where supported, precede the fare calculation with an "I-"

#### **3. Full refund**

- All refunds will be credited to the original form of payment
- Update the SI field with the following information:

#### **SI VS INVOL REFUND DUE TO DL 209/409 CANX**

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## **For tickets issued on DL**

For DL ticketed bookings please refer to Delta Pro or contact Delta UK Sales Support who will be able to assist on 0800 783 0747 or Email [SalesSupport.UK@delta.com](mailto:SalesSupport.UK@delta.com)

## **For Un-ticketed PNRs**

Un-ticketed PNRs will need to be cancelled and a new booking made in accordance with current fares, availability and terms & conditions.

Any customers wishing to make a voluntary date change to a date where the DL flight is no longer operating should be advised that the original ticket rules/charges will apply.

For VS group bookings please contact 0344 209 7703 or email [groupsalesuk@fly.virgin.com](mailto:groupsalesuk@fly.virgin.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 0344 2097705.