

Virgin Atlantic Stop Press

Stop Press 881: Zika virus in Florida, United States

We need to let you know that Zika virus has been confirmed in a very small area in Florida.

For those customers who are pregnant or planning to get pregnant including their travel companion (and any associated children/dependents) and are booked to travel to Miami or Orlando up to and including 14 August 2016, who are very concerned and wish to change their travel plans the following options are available:-

1. Rebook to a later date

Rebook to a later date free of charge; this will be subject to seasonal supplements being paid.

Should the new dates result in a lower fare, the difference can be refunded via BSP.

SI VS DATE CHANGE DUE TO ZIKA VIRUS

- Please reissue tickets to include "INVOL DATE CHANGE DUE TO ZIKA VIRUS" in the endorsement box and where supported precede the fare calculation with an "I-"

2. Rebook on a VA flight to another destination

Reroute to an alternative VA destination with no change fee. Any additional fare cost will be charged.

Should the new destination result in a lower fare, the difference can be refunded via BSP.

SI VS RE-ROUTE DUE TO ZIKA VIRUS

- Please reissue tickets to include "INVOL RE-ROUTE DUE TO ZIKA VIRUS" in the endorsement box and where supported precede the fare calculation with an "I-"

3. Refund - Customers who are Pregnant

Customers no longer wishing to travel can apply for a full refund and must provide written confirmation from their Consultant, GP or Midwife before any refund will be authorised. Medical confirmation can be sent to: - Sales.support@fly.virgin.com – quoting the booking reference.

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SI VS FULL REFUND DUE TO ZIKA VIRUS

- Please reissue tickets to include “INVOL FULL REFUND DUE TO ZIKA VIRUS ” in the endorsement box and where supported precede the fare calculation with an “I-“

We are monitoring the situation should further information arise and update you accordingly.

If you have any questions about this, please contact Sales Support at sales.support@fly.virgin.com or on +44(0)344 2097705.