

Virgin Atlantic Stop Press

Stop Press 882: URGENT- Delta System Outage

Limited Delta departures are resuming following a power outage in Atlanta that impacted Delta computer systems and operations worldwide. Cancellations and delays continue.

Customers heading to the airport should expect delays and cancellations. While inquiries are high and wait times are long, Delta's customer service agents are doing everything they can to assist. There may also be some lag time in the display of accurate flight status at delta.com, Fly Delta App and from Delta representatives on the phone and in airport.

A Delta travel waiver is in effect: http://www.delta.com/content/www/en_US/traveling-with-us/advisories/system-outage.html

Delta Air Lines is offering travel options for customers who wish to make a voluntary itinerary change due to Delta's system wide computer outage.

Delta Air Lines - Exception Policy Overview

Complete policy details will be available as soon possible on the [Delta Professional Travel Agency Website](#).

Applies to Tickets (006/074) Issued On/Before:	August 8, 2016
Affected Area:	All Delta Flights
Date of Impacted Travel:	August 8, 2016
Tickets Must Be Reissued On or Before:	August 12, 2016
New Travel Must Originate On or Before:	August 12, 2016
Rebooking Type:	Cabin to Cabin

Documentation Details

Waiver Codes	
Cabin to Cabin:	H9M9K
Waive Change Fee:	W2Y3F
OSI:	CHANGES PER DL SYS OUTAGE 08AUG16 REFUNDED PER DL SYS OUTAGE 08AUG16

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Virgin Atlantic - Exception Policy Overview

All Virgin Atlantic operated flights are departing as normal.

In view of the computer outage that has impacted Delta Air Lines flights scheduled to depart today, Monday 8 August 2016, customers on Delta Air Lines operated flights booked through Virgin Atlantic, who would prefer to rebook to travel on, either a Virgin Atlantic or an alternative Delta Air Lines operated flight, may do so, without penalty.

Please rebook, subject to availability in the same cabin and travel must be completed on or before 12 August 2016.

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

SI VS DATE CHANGE DUE TO DELTA SYSTEM OUTAGE

INVOL DATE CHANGE DUE DELTA SYSTEM OUTAGE

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