

# Virgin Atlantic Stop Press

## Virgin Atlantic Stop Press 883- UPDATE Delta System Outage

### Information for customers travelling on flights operated by Delta Air Lines on 09 August 2016

We need to let you know that Delta Air Lines experienced a computer outage that impacted flights scheduled to depart yesterday morning, Monday 8 August 2016. We have since been advised that their systems are now back up and running however customers still may face some disruption as the airline works to recover their flying programme so please check the flight status.

### Delta Air Lines - Exception Policy for 09 August 2016

Complete policy details are available on the [Delta Professional Travel Agency Website](#).

### Rebooking options for customers scheduled for travel 9 August 2016 on Delta Air Lines operated flights booked through Virgin Atlantic.

In view of the computer outage that has impacted Delta Air Lines flights scheduled to depart on Tuesday 9 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.

Rebooking is 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-"

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INVOL DATE CHANGE DUE DELTA SYSTEM OUTAGE

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 DL ticketed bookings contact Delta UK Sales Support at [SalesSupport.UK@delta.com](mailto:SalesSupport.UK@delta.com) or on 0800 783 0747