

Virgin Atlantic Stop Press

Stop Press 888 – Update - Hurricane Matthew – Florida

Due to the current weather conditions in Florida the following flights have been effected for travel on the 06th and 07th October 2016.

VS5 LHR-MIA & VS6 MIA-LHR Thursday 6th October

Today's VS5 and VS6 have been cancelled. Customers can be rebooked on an alternative date using the lowest available class within the same cabin. Outbound travel must be completed on or before the 12th October. For inbound travel must be completed on or before the 12th October. Customers no longer wishing to travel can apply for a full refund.

Refund Policy – VS5/6 6 October ONLY

1) A refund of unused flights, if travel **has not** commenced:

- All refunds will be credited to the original form of payment.
- Update the SI filed with the following information:
- **SI VS FULL REFUND DUE TO HURRICAN MATTHEW**

2) A refund of unused flights, if travel **has** commenced:

- All refunds will be credited to the original form of payment.
- Update the SI filed with the following information
- **SI VS FULL REFUND DUE TO HURRICAN MATTHEW**

VS76 MCO-MAN / VS16 MCO-LGW- VS5 LHR-MIA / VS6 MIA-LHR Friday 07th October

Customers can be rebooked on an alternative date using the lowest available class within the same cabin. Outbound travel must be completed on or before the 12th October. For inbound travel must be completed on or before the 12th October

Rebooking Policy:

1) Re-book for travel

- Rebook in the same cabin on the new date if available. Outbound travel must be completed on or before 12th October 2016. Inbound travel must be completed on or before 12th October 2016
- Only rebook on VS or VS/DL codeshare.
- Update the SI field with the following information:
SI VS INVOL FOC DATE CHANGE DUE TO HURRICANE MATTHEW
- Please reissue tickets to include “**INVOL FOC DATE CHANGE DUE TO HURRICANE MATTHEW**”. In the endorsement box and where supported precede the fare calculation with an “I-“

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For the most up to date information on any forthcoming disruptions, please visit our website: <http://www.virgin-atlantic.com/gb/en/travel-information/flight-status.html>. For Delta's up to date information please visit Delta Pro <https://pro.delta.com/content/agency/gb/en/home.html>

In addition UK mobile phone users can update their mobile phone details in 'My Booking' in order for us to send text messages in the event of further disruptions.

If you have any questions about VS operated flights, please contact Sales Support at sales.support@fly.virgin.com or on +44344 2097705. For US travel agents only: 001 855 485 9064 or for DL operated flights please contact UK Delta Sales Support on 0800 783 0747 or Email SalesSupport.uk@delta.com