

# Virgin Atlantic Stop Press

## Stop Press 889 – Update: Hurricane Matthew – Florida

### Adverse Weather Disruption / Cancellations – Hurricane Matthew

Due to the current weather conditions in Florida there has been further flight disruptions to/from MIA and MCO to/from LHR, LGW, MAN and GLA for travel on the 07 October and 08 October 2016.

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>

#### 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 12 October 2016. Inbound travel must be completed on or before 12 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-“

#### Refund Policy: - Only applicable if customer's flight is cancelled

##### 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 HURRICANE 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 HURRICANE MATTHEW**

# Virgin Atlantic Stop Press

In the event of a flight being cancelled please find information on our Customer Flight disruption policy by visiting <http://www.virgin-atlantic.com/gb/en/travel-information/customer-service/flight-disruptions-policy.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](mailto:sales.support@fly.virgin.com) or on +44 (0)344 2097705. For US travel agents only: +1 855 485 9064 or for DL operated flights please contact UK Delta Sales Support on 0800 783 0747 or Email [SalesSupport.uk@delta.com](mailto:SalesSupport.uk@delta.com)

For all other Stop Press information, please visit [www.vsflvyinghub.com/updates/stop-press](http://www.vsflvyinghub.com/updates/stop-press)