

Virgin Atlantic Stop Press

Virgin Atlantic Stop Press 906 - Changes to US Immigration Rules

We need to let you know that an Executive order issued by the United States White House on 27 January 2017 has suspended the entry of most immigrant and non-immigrant nationals from the nations of Libya, Iran, Iraq, Somalia, Sudan Syria and Yemen for 90 days.

Any customer directly impacted by this executive order will be able to re-book to travel at a later date, re-route to travel to an alternative destination or if customer's no longer wish to travel to the United States, may apply for a full refund.

Rebooking Policy:

1) Re-book for travel until 30 March 2017

- Rebook the same booking class on the new date if available until 30 March 2017.
- Only rebook on VS or VS/DL codeshare.
- Update the SI field with the following information:
SI VS INVOL DATE CHANGE DUE TO US IMMIGRATION CHANGES
- Please reissue tickets to include "INVOL DATE CHANGE DUE TO US IMMIGRATION CHANGES. In the endorsement box and where supported precede the fare calculation with an "I-"

2) Re-route for travel until 30 March 2017

Rebook the same booking class on the new date/route if available until 30 March 2017.

- Only rebook on VS or VS/DL codeshare.
- Re-route only applicable on unused tickets. The customer will need to pay any additional fare and taxes.
- Update the SI field with the following information:
SI VS INVOL DATE CHANGE DUE TO US IMMIGRATION CHANGES
- Please reissue tickets to include "INVOL RE ROUTE DUE TO US IMMIGRATION CHANGES. In the endorsement box and where supported precede the fare calculation with an "I-"

Tickets must be re-issued and rebooked and travel must be no later than 30 March 2017.

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1) Refund Policy: -

- **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 INVOL REFUND DUE TO US IMMIGRATION CHANGES

In order to process a refund, we will need to have a copy of the customer's passport.

We will continue to monitor this situation and will provide updates accordingly.

If you have any questions about VS operated flights, please contact Sales Support at sales.support@fly.virgin.com or on +44344 2097705.

For DL operated flights please contact UK Delta Sales Support on 0800 783 0747 or Email SalesSupport.uk@delta.com or pro.delta.com

For all other Stop Press information, please visit www.vsflvyinghub.com/updates/stop-press