

Virgin Atlantic Stop Press

Virgin Atlantic Stop Press 909

Adverse Weather Disruption – USA East Coast

We need to let you know that due to the weather forecast in Boston, Washington and New York/ Newark we are offering customers the option to change their flights without penalty if travelling to/ from/ through the above airports on 9 February 2017.

Rebooking Policy:

1) Re-book for travel 12 February 2017

- Rebook the same booking class on the new date if available for travel up to 12 February 2017.
- If the same booking class is unavailable, book the lowest available class in the same cabin only waiving the fare difference.
- Update the SI field with the following information:
SI VS INVOL DATE CHANGE DUE TO VS XX CANX
SI FOC DATE CHANGE DUE TO USA EAST COAST WEATHER
- Please reissue tickets to include “INVOL DATE CHANGE DUE TO USA EAST COAST WEATHER”. In the endorsement box and where supported precede the fare calculation with an “I-“.

Additional Information

- Customers booked with us to/ from/ through on 9 February 2017 to the following airports on DL flights will be offered the same rebooking policy –

Albany, Allentown, Bangor, Baltimore, Binghamton, Boston, Washington, Elmira, Harrisburg, Hartford, Ithaca, Manchester, Newburgh, New York, Newark, Philadelphia, Pittsburgh, Portland, Providence, Scranton, State College, White Plains.

Tickets must be re-issued and rebooked and travel must be no later than 12 February 2017.

For the most up to date information on any forthcoming disruptions, please visit our website: <http://www.virginatlantic.com/gb/en/help-centre.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

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