

Virgin Atlantic Stop Press

Virgin Atlantic Stop Press 912- Changes to Our Flying Programme Update.

We would like to update you further to our Stop Press 910.

As part of our Trans- Atlantic joint venture partnership selected flights to and from Atlanta in April 2017 will be operated by a Delta Air Lines (DL) aircraft.

The flight departure and arrival times are unchanged however; they have been renumbered as follows:

Previous Flight No.	Route	Departure Date	New DL Flight No.	New VS Flight No.
VS103	London Heathrow to Atlanta	1 - 16 April	DL29	VS4049
VS104	Atlanta to London Heathrow	31 March - 15 April	DL28	VS4048
VS109	Manchester to Atlanta	7 - 9 April 14 -16 April 21 - 23 April	DL157	VS4025
VS110	Atlanta to Manchester	6 - 8 April 13 - 15 April 20 - 22 April	DL156	VS4024

Any of your customers affected by this change of operating carrier can be viewed in your GDS from **Sunday 5 March 2017 onwards**.

For customers that have booked Premium Economy on Virgin Atlantic (VS) operated flights and are subsequently moved onto a DL operated flight in main cabin, we will offer partial refunds on their Premium Economy booked seat.

Baggage – Premium Economy

Customers now travelling in DL main cabin will be entitled to 1 piece of baggage only

Seating – All cabins

Any customers who have pre-assigned seats on the VS aircraft will not be transferred to the new seat map on the DL aircraft. These customers can visit delta.com to re-select seats.

There is no charge to select standard seats on the DL aircraft, however some preferred seating including exit row seats can be purchased on-line for a fee subject to availability.

Any customer who have already paid for advance seat assignment, extra leg room, or exit row seats on the VS Aircraft will be automatically refunded. This refund will be credited back to the original card used to purchase these items; it usually takes up to 15 working days for the refund to appear on their statement, depending on their bank's clearing policy.

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Premium Economy Passengers moved to DL Operated Flights

Fare re-calculation for Seat only ticketed and IT un-ticketed please see below:

Original K/H booking classes recalculate using fares at time of creation in N class for the sector updated to Economy

Original S/W booking classes recalculate using fares at time of creation in X class for sector updated to Economy.

Any changes made outside of the effective travel dates will be subject to ADM as part of the audit process.

Reissuing Policy:

Re-issue for new itinerary

- Update the SI field with the following information:
SI VS INVOL OPERATING CARRIER CHANGE
- Please reissue tickets to include "INVOL OPERATING CARRIER CHANGE". In the endorsement box and where supported precede the fare calculation with an "I-"

Customer who wish to look at alternative options can be offered the below:-

2) Re-route or date change

- Rebook the same original booking class on the new date or route
- If the original booking class is not available, re-book one that is and re-fare the booking.
- 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 FOC DATE CHANGE OR REROUTE DUE TO OPERATING CARRIER CHANGE**
- Please reissue tickets to include "INVOL FOC DATE CHANGE OR REROUTE DUE TO OPERATING CARRIER CHANGE" In the endorsement box and where supported precede the fare calculation with an "I-"

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Refund Policy

1) A full 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 OPERATING CARRIER CHANGE**

For DL* or DL ticketed bookings please contact UK Delta Sales Support on 0800 783 0747 or Email SalesSupport.uk@delta.com

If you have any questions about VS ticketed bookings, please contact Sales Support at sales.support@fly.virgin.com or on +44344 2097705. For US travel agents only:001 855 485 9064

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