

 VSbulletin**Virgin Atlantic VSbulletin 030 - UPDATE: Adverse Weather Disruption: USA North East Coast**

We need to let you know that we are currently monitoring the weather conditions on the USA North East Coast. We are offering customer's travelling to, from or through Boston and New York on January 5th and 6th, 2018 options to rebook to a later date or re-route via another gateway if travelling onward.

Date	Route
January 5-6	LHRBOS
	LHR JFK
	LHR EWR

Rebooking Policy:**1. Re-book for travel on or before January 12, 2018**

- Rebook the same booking class on the new date if available until January 12, 2018
- If the original booking class is not available, re-book the next available booking class within the same cabin (no additional collection or change fee will be charged).

Should a higher cabin be booked the customer will need to pay any additional fare and taxes.

- Only rebook on VS or VS*
- Update the SI field with the following information:

SI VS INVOL FOC DATE CHANGE DUE TO NORTH EAST COAST WEATHER

- Please reissue tickets to include "INVOL DATE CHANGE DUE TO NORTH EAST COAST WEATHER". In the endorsement box and where supported precede the fare calculation with an "I-"

Tickets must be re-issued and rebooked no later than January 12, 2018.

 VSbulletin**2) Re-route between same Origin and Destination on or before January 12, 2018**

- Rebook the same booking class on the new date/route if available until January 12, 2018
- If the original booking class is not available, re-book the next available booking class within the same cabin (no additional collection or change fee will be charged).

Should a higher cabin be booked the customer will need to pay any additional fare and taxes.

- Only rebook on VS or VS*
- Re-route only applicable on unused tickets no additional collection if the same origin and destination.
- Re-route to another destination customers will need to pay any additional fare and taxes
- Update the SI field with the following information:

SI VS INVOL FOC DATE CHANGE REROUTE DUE TO NORTH EAST COAST WEATHER

- Please reissue tickets to include "INVOL RE-ROUTE DUE TO NORTH EAST COAST WEATHER ". In the endorsement box and where supported precede the fare calculation with an "I-"

Tickets must be re-issued and rebooked no later than January 12, 2018.

Refund Policy: - Only applicable if customer's flight 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 INVOL REFUND DUE VS XX CANX**SI REFUND DUE TO EAST COAST WEATHER**

 VSbulletin**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 INVOL PART REFUND DUE VS XX CANX

SI PART REFUND DUE TO EAST COAST WEATHER

In the event of a flight, being cancelled please find information on our Customer Flight disruption policy by visiting <http://www.virgin-atlantic.com/us/en/travel-information/customer-service/flight-disruptions-policy.html>

For the most up to date information on any forth coming disruptions, please visit our website: <http://www.virgin-atlantic.com/us/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>

If you have any questions about this, please contact our US Sales Support team at VSSalesSupport@delta.com or on 1-855-485-9064.

For all other VSbulletin information, please visit http://www.vsflvyinghub.com/en_us/vsbulletin