

 VSbulletin

## Virgin Atlantic VSbulletin 033 - UPDATE: Adverse Weather Disruption: USA North East Coast

Following VSbulletin 030, we have further extended the option for customer's travelling to, from or through New York's JFK from January 8-9, 2018 to rebook to a later date or re-route via another gateway if travelling onward.

Date	Route
January 8-9	JFK - LHR

### Rebooking Policy:

#### 1) Re-book for travel on or before January 18, 2018

- Rebook the same booking class on the new date if available until January 18, 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 18, 2018

#### 2) Re-route between same Origin and Destination on or before January 18, 2018

- Rebook the same booking class on the new date/route if available until January 18, 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).

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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 18, 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**

##### **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**

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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 forthcoming 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](mailto:VSSalesSupport@delta.com) or on 1-855-485-9064.

For all other VSbulletin information, please visit [http://www.vsflvyinghub.com/en\\_us/vsbulletin](http://www.vsflvyinghub.com/en_us/vsbulletin)