

 VSbulletin**Virgin Atlantic VSbulletin 035 – Update Adverse Weather Disruption: USA North East Coast**

We need to let you know that due to the weather conditions on the USA North East Coast, we are offering customers travelling from, to or through select cities on January 16 and 17, 2018 options to rebook to a later date or re-route via another gateway if travelling onward.

Date	Gateways
January 16-17	New York – Kennedy, NY (JFK) Newark, NJ (EWR) Boston, MA (BOS) Hartford, CT (BDL) New York – LaGuardia, NY (LGA) Newburgh, NY (SWF) Philadelphia, PA (PHL) Providence, RI (PVD) White Plains, NY (HPN)

Rebooking Policy:**1) Re-book for travel on or before January 20, 2018**

- Rebook the same booking class on the new date if available until January 20, 2018
- If the original booking class is not available, re-book in lowest available booking class in the same cabin.
- 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

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- 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 20, 2018.

2) Re-route between same Origin and Destination on or before January 20, 2018

- Rebook the same booking class on the new date/route if available until January 20, 2018
- If the original booking class is not available, re-book in lowest available booking class in the same cabin.
- Only rebook on VS or VS*
- 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 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 20, 2018.

Refunds – will be as per the fare conditions of the ticket.

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/>