

 VSbulletin

VSbulletin 052 – UPDATE 2: Changes to our flying programme

Following VSbulletin 025, we need to let you know about a change to our flying programme. After a change of equipment, our Premium cabin will now be available again on the following route:

Flight number	Dates	Route
VS 109 / 110	May 17, 2018 to May 31, 2018	Manchester (MAN) to Atlanta (ATL)

Booking information for Premium customers

Passengers previously booked to travel in the Premium cabin, where bookings were made prior to December 10, 2017, will be rebooked back into the originally booked Premium cabin, at no additional cost.

Any of your customers affected by this change of equipment can be viewed in your GDS and will be manually reaccommodated by Friday April 20.

Fare recalculation for IT un-ticketed please see below:

- Manually build ticket using the historic Economy valid fare basis
- The ticket will show an Economy fare basis against a Premium booking class
- Please update the SI field with the following information:

SI VS INVOL CHANGE DUE TO EQUIP CHANGE VS109/VS110

Fare recalculation ticketed please see below:

- Manually build ticket using the historic valid Economy fare basis
- The ticket will show an Economy fare basis against a Premium booking class
- Please update the SI field with the following information:

SI VS FOC REISSUE DUE TO INVOL CHANGE DUE TO EQUIP CHANGE VS109/VS110

Where the downgraded ticket has not yet been refunded, please see below

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Calculate the refund:

- 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 Q class for sector updated to Economy
- Upon calculation please request the refund via your GDS.
- Alternatively you can request a refund through Virgin Atlantic Refunds, which can take up to 10-12 weeks.

To request a refund, please use the following format:

Send email to: USRefundsDept@fly.virgin.com

Subject line: Refund due to Invol Equipment change VS109/110

Include the following information:

- Virgin Atlantic Record Locator
- Tickets numbers to refunded
- Name of passenger
- Flights/dates of travel
- Agency contact (email and phone)
- Brief explanation why agency cannot process the refund through GDS

For all other VSbulletin information, please visit [vsflyinghub](#)