

 VSbulletin

VSbulletin 087 – Update - Delhi Heathrow Misconnecting

We need to let you know that we are extending the option to rebook to a later date for customers connecting through London Heathrow (LHR) on April 19-30, 2019, due to our extended flying time from Delhi (DEL).

We are offering customers with through tickets, the option to rebook onto a flight on a later date at no extra charge.

Date	Affected Destination	Permitted Travel Period
April 3 – 30, 2019	VS/VS* operated flights & Customers connecting from VS301 DEL-LHR onward from LHR	April 3 - May 31, 2019

Rebooking Policy:

1) Rebook for travel up to May 31, 2019

- Rebook travel in the same booking class, or, if original booking class is not available, re-book in the lowest available class in the same cabin. No additional collection or change fee will be charged.
- Only rebook on VS or VS/DL codeshare.
- Update the SI field with the following information:

SI FOC DATE CHANGE DUE TO DELLHR MISCONNEX

- Please reissue tickets to include “**SI FOC DATE CHANGE DUE TO DELLHR MISCONNEX**”. In the endorsement box and where supported precede the fare calculation with an “I-“

Tickets must be re-issued and rebooked on/before revised travel date.

2) Reroute for travel up to May 31, 2019

- Re-route using a direct VS/VS* service to the same destination.
- Re-route using a VS service with a VS* connection to the same destination.
- Passengers wishing to travel to/from an alternative destination on a VS/VS* service will be subject to a fare difference, but will not be charged any change fee provided new travel dates are within the permitted travel period.

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- Rebook travel in the same booking class, or, if original booking class is not available, re-book in the lowest available class in the same cabin. No additional collection or change fee will be charged.
- Update the SI field with the following information:

SI REROUTE CHANGE DUE TO DELLHR MISCONNEX

- Please reissue tickets to include “**INVOL REROUTE DUE TO DELLHR MISCONNEX**”. In the endorsement box and where supported precede the fare calculation with an “I-“

Tickets must be re-issued and rebooked on/before revised travel date.

Refund Policy**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 TO DELLHR MISCONNEX**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 TO DELLHR MISCONNEX

If you have any questions about VS operated flights, please contact Sales Support at us.salessupport@fly.virgin.com or on 1-800-862-8621. For all other VSbulletin information, please visit: http://www.vsflyinghub.com/en_us/vsbulletin