

VSbulletin

VSbulletin 088 – Adverse Weather – Colorado Winter Weather

We need to let you know that due to weather conditions in the US Upper Midwest, we are offering customers travelling to, through or from the below destinations on 11 April 2019, options to rebook to later date.

This policy does not indicate that any particular flights will be disrupted and passengers should check virginatlantic.com for their flight status.

We are offering customers travelling to, from or through these routes, the option to rebook onto a flight on a later date at no extra charge.

Date	Affected Destination	Permitted Travel Period
11 April 2019	VS operated flights VS* flights to/from/through the following cities Aspen, CO (ASE) Colorado Springs, CO (COS) Denver, CO (DEN) Grand Junction, CO (GJT)	11 – 14 April 2019

Rebooking Policy:

1) Rebook for travel up to 14 April 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 US UPPER MIDWEST WINTER WEATHER

- Please reissue tickets to include “**SI FOC DATE CHANGE DUE TO US UPPER MIDWEST WINTER WEATHER**”. 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 14 April 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.

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- 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.
- 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 US NORTH EAST WEATHER

- Please reissue tickets to include “**INVOL REROUTE DUE TO NORTH EAST WEATHER**”. 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.

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

If a customer’s flight is cancelled due to this event, and no other alternate flights are acceptable, travel agents may refund a totally unused non-refundable ticket(s) through normal ARC/BSP processing.

For the most up to date information on any forthcoming disruptions, please visit our website: <http://www.virgin-atlantic.com/gb/en/travel-information/flight-status.html>

For Delta’s up to date information please visit Delta Pro: <https://pro.delta.com/>

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.vsflvyinghub.com/en_us/vsbulletin