

 VSbulletin

## VSbulletin 092 – 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 1 May – 30 June 2019, due to our extended flying time from Delhi (DEL).

We are offering customers with through VS/VS\* tickets issued by 30 April 2019, the option to rebook onto a flight on a later date at no extra charge.

Date	Affected Destination	Permitted Travel Period
01 May 2019 – 30 June 2019	VS/VS* operated flights & Customers connecting from VS301 DEL-LHR onward from LHR	01 May 2019 – 15 July 2019

### **Rebooking Policy:**

#### **1) Rebook for travel up to 15 July 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.
- Customer can voluntarily stop-over in LON at own expense, rebook using same conditions as above
- 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.

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## 2) Reroute for travel up to 15 July 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.
- Customers 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 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 [sales.support@fly.virgin.com](mailto:sales.support@fly.virgin.com) or on +44 344 2097705.

For all other VSbulletin information, please visit: <http://www.vsflyinghub.com/en/vsbulletin>