

 VSbulletin

VSbulletin 076 – London Gatwick Drone Activity

We need to let you know that London Gatwick Airport remains closed and all flights are currently suspended due to reports of drones flying close to the airfield throughout last night and today. We have been forced to divert all incoming flights to other UK airports, and flights due to depart today have either departed from an alternative airport or been cancelled and customers notified.

We are offering customers traveling to, from or through the below routes on December 21, 2018 options to rebook to a later date.

Date	To/from/through
December 21, 2018	London Gatwick (LGW) on Virgin Atlantic operated flights

- Rebook the same booking class on the new date if available until January 5, 2019.
- If the original booking class is not available, re-book the next available booking class within the same cabin (no additional collection or change fee will be charged).
- Only rebook on VS or VS* codeshare.
- Update the SI field with the following information:
 - **SI FOC DATE CHANGE DUE TO LGW DRONE**
- Please reissue tickets to include “**SI FOC DATE CHANGE DUE TO LGW DRONE**” in the endorsement box and where supported precede the fare calculation with an “I-“

2) Reroute to same destination for travel until 05 January 2019

- Re-route from another gateway to the same destination.
- Rebook the same booking class on the new date/route if available until 05 January 2019.
- If the original booking class is not available, re-book the next available booking class within the same cabin (no additional collection or change fee will be charged).
- Only rebook on VS or VS* codeshare.
- Reroute only applicable on unused tickets.
- Update the SI field with the following information:
 - **SI REROUTE CHANGE DUE TO LGW DRONE**
- Please reissue tickets to include “**INVOL REROUTE DUE TO LGW DRONE**” in the endorsement box and where supported precede the fare calculation with an “I-“

VSbulletin

Tickets must be re-issued and rebooked and travel must be no later than January 5, 2019.

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

We would like to reassure customers due to travel with us that we are doing everything we can to minimize disruption to their travel plans, and would encourage them to check the details of their flight at www.virginatlantic.com. We apologize for the continued inconvenience, but the safety and security of our customers and staff remains our number one priority.

<http://www.virgin-atlantic.com/gb/en/travel-information/flight-status.html>

If you have any questions about VS operated flights, please contact Sales Support at US.salessupport@fly.virgin.com or call 1-855-485-9064.

For all other VSbulletin information, please visit http://www.vsflvyinghub.com/en_us/vsbulletin