

 VSbulletin

VSbulletin 077 – UPDATE: London Gatwick Drone Activity

Further to VSbulletin 076, we would like to let you know that customers may be offered a full refund if they no longer wish to travel.

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 January 5, 2019

- Re-route from another gateway to the same destination.
- Rebook the same booking class on the new date/route 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.
- 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-“

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

Refund

- Customers may be offered a full refund. Please request the refund through your GDS.
- 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 DUE TO LGW DRONE

SI REFUND DUE TO DUE TO LGW DRONE

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/vsbulletin>