

 VSbulletin

Virgin Atlantic VSbulletin 011 – UPDATE Adverse Weather Disruption – Hurricane Irma

Following on from VSbulletin 10 we need to let you know that the following connecting destinations have been added to the policy. All VS marketed flights and all customers who are connecting from a VS or VS* flight to a DL or any OA flight if on our ticket stock can change as per the below policy.

Connecting destinations include Fort Lauderdale (FLL), Freeport,BS (FPO), Georgetown,BS (GGT), Key West, FL (EYW), Nassau, BS (NAS), Sarasota, FL (SRQ), West Palm Beach, Florida (PBI) and Fort Myers, FL (RSW)

Any customers travelling to, from or through ANU, HAV, MIA and **MCO** between 5 September and 14 September will have the option to re-book to a later date or re-route on any Virgin Atlantic operated flights.

Rebooking Policy:

1) Re-book for travel on or before 14 October 2017

- Rebook the same booking class on the new date if available
- 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). Should a higher cabin be booked the customer will need to pay any additional fare and taxes.
- Only rebook on VS
- Update the SI field with the following information:
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SI VS INVOL DATE CHANGE DUE TO HURRICANE IRMA
SI FOC DATE CHANGE DUE TO HURRICANE IRMA

Please reissue tickets to include “INVOL DATE CHANGE DUE TO HURRICANE IRMA”. In the endorsement box and where supported precede the fare calculation with an “I-“.

2) Re-route for travel on or before 14 October 2017

- Rebook the same booking class on the new date/route if available until 14 October 2017
- 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). Should a higher cabin be booked the customer will need to pay any additional fare and taxes.
- Only rebook on VS.
- Update the SI field with the following information:

 VSbulletin**SI VS DATE CHANGE REROUTE DUE TO HURRICANE IRMA
SI REROUTE CHANGE DUE TO HURRICANE IRMA**

Please reissue tickets to include “INVOL DATE CHANGE/REROUTE DUE TO HURRICANE IRMA”. In the endorsement box and where supported precede the fare calculation with an “I-”.

Tickets must be reissued and rebooked and travel must be completed no later than 14 October 2017

3) Refund for travel that has not commenced – Antigua, Havana, Miami and Orlando

- 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 HURRICANE IRMA
SI REFUND DUE TO HURRICANE IRMA**

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>

If you have any questions about VS operated flights, please contact Sales Support at sales.support@fly.virgin.com or on +44344 2097705.

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