



## Virgin Atlantic VSbulletin 019 – Changes to our flying programme

We need to let you know that we've made a few changes to our flying programme and some of our flights will be operated by our partner Delta Air Lines®.

Information for customers booked on the VS137 and VS138 until 31 October 2017.

VS Flight number	Dates	Flight time	Route	DLFlight number	Flight time
VS137	14 October 2017 to the 31 October 2017	Departure 1130 Arrival 1430	London Heathrow to New York JFK	DL8803	Departure 1130 Arrival 1430
VS138	14 October 2017 to the 31 October 2017	Departure 2001 Arrival 0800	New York JFK to London Heathrow	DL8804	Departure 2001 Arrival 0800

### Booking information

Bookings will be updated 48 hours prior to your customers' departure.

If they are booked to travel in Premium Economy we will look to rebook to other Virgin Atlantic services on the same day in the same cabin.

If this option is unsuitable, customers may be offered one of the following alternatives:

- Rebook onto an alternative flight to New York. The original booking class must be available. Please update the SI field with the following information:

#### **SI VS FOC CHANGE DUE TO INVOL VS DL METAL SWAP**

- Please reissue tickets to include:

#### **INVOL VS DL METAL SWAP**

- In the endorsement box and where supported precede the fare calculation with an "I-".

Should the original booking class not be available, please contact Sales Support who may be able to help.

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- A refund of any unused sectors. Please update the SI field with the following information:

**SI VS REFUND AUTH DUE TO VS DL METAL SWAP****Seating Information**

Should your customers' have purchased advance seat assignment on Virgin Atlantic, this will be refunded back to them. It may take up to 14 days for them to receive this refund. Seats will be available to assign on Delta.com once your customers have been rebooked.

**Upper Class**

If your customer is entitled to our limo service we will transfer this over to take them to and/or from the Delta flight. They can still use the Virgin Atlantic Clubhouse.

**Check in information**

Your Customers can check in by visiting Delta.com or using the Delta app. Virgin Atlantic and Delta share a check in area at London Heathrow Terminal 3, Zone A. In New York JFK we are both located in the same area in Terminal 4.

**The Delta experience**

For information on the Delta One and Main Cabin services and product please visit

<https://pro.delta.com/content/agency/gb/en/products-and-services.html>

If you have any questions about this, please contact Sales Support at

[sales.support@fly.virgin.com](mailto:sales.support@fly.virgin.com) or on +44344 2097705.

For DL ticketed customers please contact UK Delta Sales Support on 0800 783 0747 or Email

[SalesSupport.uk@delta.com](mailto:SalesSupport.uk@delta.com)

For all other VSbulletin information, please visit [www.vsflyinghub.com/updates/stop-press](http://www.vsflyinghub.com/updates/stop-press)