



## Virgin Atlantic VSbulletin 020 – UPDATE: Changes to our flying programme

Further to our earlier VSbulletin 019, we need to let you know of additional changes to our flying programme commencing 28 October, and that some of our flights will be operated by our partner Delta Air Lines®.

Information for customers booked on the VS45 and VS46 LHRJFK and VS103 and VS104 LHRATL between 1 November and 31 December 2017.

<b>VS Flight number</b>	<b>DL codeshare Flight number</b>	<b>Dates</b>	<b>Route</b>	<b>New DL Flight number</b>	<b>New VS codeshare Flight number</b>
VS 45	DL 4372	01 November 2017 to 31 December 2017	London Heathrow to New York JFK	DL 173	VS 5305
VS 46	DL 4375	01 November 2017 to 31 December 2017	New York JFK to London Heathrow	DL 172	VS 5405
VS103	DL 4365	01 November 2017 to 31 December 2017	London Heathrow to Atlanta	DL 285	VS 4049
VS104	DL 4364	01 November 2017 to 31 December 2017	Atlanta to London Heathrow	DL 284	VS 4048

 **VSbulletin****Booking information**

Customers' bookings will be updated with new flight details on 28 October 2017.

**Premium Economy**

At present a Premium Economy service is not available on the Delta operated flight.

**Alternative Options**

If the options offered are unsuitable, customers may be offered one of the following alternatives:

**Rebook**

- Customers on the affected flights may rebook to travel on an alternative flight on the same day or an alternative date within the validity of the ticket
  - Customers can be rebooked via any Virgin Atlantic gateway with Delta Air Lines® connection. The original booking class must be available.
  - Customers booked to travel to their final destination on a connecting flight can be rebooked to a Virgin Atlantic direct flight. 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.

**Refund**

- 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**

 VSbulletin**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 <http://www.vsflyinghub.com/en/vsbulletin>