



Virgin Atlantic VSbulletin 023 – UPDATE: Further changes to our flying programme

Further to VSbulletins 19, 20 and 21, Delta Air Lines® will continue to operate the VS45 and VS46 LHRJFK and VS103 and VS104 LHRATL between 01 January to 28 February 2018.

VS Flight number	DL codeshare Flight number	Dates	Route	New DL Flight number	New VS codeshare Flight number
VS 45	DL 4372	01 January 2018 to 28 February 2018	London Heathrow to New York JFK	DL 173	VS 5305
VS 46	DL 4375	01 January 2018 to 28 February 2018	New York JFK to London Heathrow	DL 172	VS 5405
VS103	DL 4364	01 January 2018 to 28 February 2018	London Heathrow to Atlanta	DL 285	VS 4049
VS104	DL 4365	01 January 2018 to 28 February 2018	Atlanta to London Heathrow	DL 284	VS 4048

Booking information

Any of your customers affected by this change of operating carrier can be viewed in your GDS from Sunday 26 November 2017 onwards.

Premium Economy

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

For customers that have booked Premium Economy on Virgin Atlantic (VS) operated flights and are subsequently moved onto a DL operated flight in main cabin, we will offer partial refunds on their Premium Economy booked seat.

 VSbulletin

Fare recalculation for Seat Only ticketed and IT un-ticketed please see below:

- Original K/H booking classes recalculate using fares at time of creation in N class for the sector updated to Economy
- Original S/W booking classes recalculate using fares at time of creation in Q class for sector updated to Economy.

Upon calculation please request the refund through BSP.

Any changes made outside of the effective travel dates will be subject to ADM as part of the audit process.

e-Tickets

All e-tickets require a reissue should the customers accept or take an alternative option.

Baggage – Premium Economy

Customers now travelling in DL main cabin will be entitled to 1 piece of baggage only.

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.

 VSbulletin**Refund**

- 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:

UK - sales.support@fly.virgin.com or on +44344 2097705.

US - VSSalesSupport@delta.com or on 001 855 485 9064

For DL ticketed customers please contact UK Delta Sales Support on 0800 783 0747 or Email SalesSupport.uk@delta.com

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