

 VSbulletin

Virgin Atlantic VSbulletin 026 – UPDATE: Changes to our flying programme

Following VSbulletin 025, we need to let you know about a few more changes to our flying programme because of an industry-wide supply issue with the Rolls Royce engines we use on our Boeing 787 Dreamliners.

While some of these aircraft are temporarily parked, we've been working to make sure our customers' travel plans can continue with certainty and in comfort. To support this, we intend to add four A330-200 aircraft to our fleet – they'll be Virgin Atlantic aircraft, operated by our own pilots and world class cabin crew, delivering our own service and experience.

| Flight number | Dates | Route |
|---------------------------------|------------------------------------|---|
| VS 29 / 30 | 15 May 2018 to 31 July 2018 | London Gatwick (LGW) to Barbados (BGI) |
| VS 33 / 34 | 15 May 2018 to 31 July 2018 | London Gatwick (LGW) to Antigua (ANU) |
| VS 77 / 78 | 4 June 2018 to 30 July 2018 | Manchester (MAN) to Barbados (BGI) |
| VS 89 / 90 | 18 May 2018 to 30 July 2018 | London Gatwick (LGW) to St. Lucia (UVF) |
| VS 97 / 98 | 20 May 2018 to 29 July 2018 | London Gatwick (LGW) to St. Lucia (UVF) |
| VS 109 / 110 DL* 4354 / 4355 | 01 June 2018 to 30 July 2018 | Manchester (MAN) to Atlanta (ATL) |
| VS121 / 122 DL* 4343 / 4344 | 02 June 2018 to 28 July 2018 | Manchester (MAN) to Boston (BOS) |
| VS125 / 126 DL* 4345 / 4346 | 01 June 2018 to 31 July 2018 | Manchester (MAN) to San Francisco (SFO) |

Any of your customers affected by this change of equipment can be viewed in your GDS from Sunday 17 December 2017 onwards.

 VSbulletin**Booking information for Premium Economy customers**

Initially, the aircraft will not have Premium Economy but we'll look to retrofit our Premium Economy product onto aircraft later in 2018. For now there will be a small number of flights on which our Premium Economy service will not be available.

For passengers booked to travel in Premium Economy cabin:

- We will offer partial refunds on their Premium Economy booked seat if the passenger is rebooked into Economy cabin on the same flight.

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.

- Passengers downgraded from Premium Economy to Economy cabin will be offered an extra-legroom seat at no additional cost subject to seat availability, and provided travel is on the original flight and departure date.
- This will be implemented after the schedule change at the soonest opportunity.

Alternative Options

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

- Customers on the affected flights may rebook to travel in Premium Economy on any VS operated flight between their original origin and destination between 01 January 2018 and 30 November 2018, at no additional cost, subject to availability in the same cabin. Should the original booking class not be available, please book the lowest available.
- Customers on the affected flights may rebook to travel in Premium Economy on VS operated or VS marketed (VS*) flights between their original origin and destination on the same travel date, at no additional cost, subject to availability in the same cabin. Should the original booking class not be available, please book the lowest available.
- Customers on the affected flights may rebook to travel from/to London Heathrow (LHR) or London Gatwick (LGW) to take a direct flight to/from their original origin/destination, subject to availability in the same cabin. E.g. MAN-JFK change to

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LHR-JFK. Should the original booking class not be available, please book the lowest available.

- Travel to/from the alternative airport will be at customers' expense.
- Customers on the affected flights may rebook to travel to an alternative destination with no change fee, subject to availability in the same cabin and any applicable fare difference. Should the original booking class not be available, please book the lowest available.
- Customers on the affected flights may upgrade to the Upper Class cabin on the same flight with no change fee, subject to availability and any applicable fare difference.

- Please update the SI field with the following information:

SI VS FOC CHANGE DUE TO INVOL VS EQUIP CHNG

- Please reissue tickets to include:

INVOL VS EQUIP CHNG

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

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 take an alternative option.

Baggage – Economy

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

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>