



VSbulletin 028- Adverse Weather Disruption: USA North East Coast

We need to let you know that we are currently monitoring the weather conditions on the USA North East Coast. At the moment, all flights will operate as scheduled, however we are offering customer's travelling to, from or through Boston and New York on the 4 and 5 January 2018 options to rebook to a later date or re-route via another gateway if travelling onward.

Date	Route	Onward destinations
4 – 5 January	LHRBOS LHR JFK LHR EWR	ALB, BGR, BTV, BDL, MHT, LGA, PWM, PVD, HPN

Rebooking Policy:

1) Re-book for travel on or before 12 January 2018

- Rebook the same booking class on the new date if available until 12 January 2018
- If the original booking class is not available, the difference in fare will be applicable
- Only rebook on VS or VS
- Update the SI field with the following information:

SI VS INVOL FOC DATE CHANGE DUE TO NORTH EAST COAST WEATHER

- Please reissue tickets to include "INVOL DATE CHANGE DUE TO NORTH EAST COAST WEATHER". In the endorsement box and where supported precede the fare calculation with an "I-"

Tickets must be re-issued and rebooked no later than 8 January 2018.

2) Re-route between same Origin and Destination on or before 12 January 2018

- Rebook the same booking class on the new date/route if available until 12 January 2018
- If the original booking class is not available, re-book one that is and re-fare the booking.
- Only rebook on VS or VS*
- Re-route only applicable on unused tickets. The customer will need to pay any additional fare and taxes.
- Update the SI field with the following information:

SI VS INVOL FOC DATE CHANGE REROUTE DUE TO NORTH EAST COAST WEATHER

- Please reissue tickets to include "INVOL RE-ROUTE DUE TO NORTH EAST COAST WEATHER ". In the endorsement box and where supported precede the fare calculation with an "I-"

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Tickets must be re-issued and rebooked no later than 8 January 2018.

Refunds – will be as per the fare conditions of the ticket.

In the event of a flight, being cancelled please find information on our Customer Flight disruption policy by visiting <http://www.virgin-atlantic.com/gb/en/travel-information/customer-service/flight-disruptions-policy.html>

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>.

For Delta's up to date information please visit Delta Pro <https://pro.delta.com/content/agency/gb/en/home.html>

In addition UK mobile phone users can update their mobile phone details in 'My Booking' in order for us to send text messages in the event of further disruptions.

If you have any questions about VS operated flights, please contact Sales Support at sales.support@fly.virgin.com or on +44344 2097705. For US travel agents only:001 855 485 9064 or for DL operated flights please contact UK Delta Sales Support on 0800 783 0747 or Email SalesSupport.uk@delta.com

For all other VSbulletin information, please visit www.vsflyinghub.com/updates/vsbulletin