

 VSbulletin

VSbulletin 031 - UPDATE: Adverse Weather Disruption: USA North East Coast

We have extended the option for customer's travelling to, from or through New York's JFK on the 7 January 2018 to rebook to a later date or re-route via another gateway if travelling onward.

Date	Route
7 January	LHR JFK

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, re-book the next available booking class within the same cabin (no additional collection or change fee will be charged). Should a higher cabin be booked the customer will need to pay any additional fare and taxes.
- 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 12 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 the next available booking class within the same cabin (no additional collection or change fee will be charged). Should a higher cabin be booked the customer will need to pay any additional fare and taxes.
- Only rebook on VS or VS*
- Re-route only applicable on unused tickets no additional collection if the same origin and destination.
- Re-route to another destination customers 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

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- 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-“

Tickets must be re-issued and rebooked no later than 12 January 2018.

Refund Policy: - Only applicable if customer’s flight cancelled

1) A refund of unused flights, if travel has not commenced:

- All refunds will be credited to the original form of payment.
- Update the SI filed with the following information:
**SI VS INVOL REFUND DUE VS XX CANX
SI REFUND DUE TO EAST COAST WEATHER**

2) A refund of unused flights, if travel has commenced:

- All refunds will be credited to the original form of payment.
- Update the SI filed with the following information:
**SI VS INVOL PART REFUND DUE VS XX CANX
SI PART REFUND DUE TO EAST COAST WEATHER**

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

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