

 VSbulletin

## Virgin Atlantic VSbulletin 037 – UPDATE: Changes to our flying programme

Following VSbulletin 036, 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 are adding 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	01 August 2018 to 27 October 2018	London Gatwick (LGW) to Barbados (BGI)
VS 33 / 34	2 August 2018 to 27 October 2018	London Gatwick (LGW) to Antigua (ANU)
VS 89 / 90	3 August 2018 to 26 October 2018	London Gatwick (LGW) to St. Lucia (UVF) to Grenada (GND)
VS 97 / 98	5 August 2018 to 21 October 2018	London Gatwick (LGW) to St. Lucia (UVF) to Tobago (TAB)

For a full list of routes and flight numbers affected by this change of equipment please visit <http://www.vsflighthub.com/en/knowledge-bank/a330-200>

Any of your customers affected by this most recent change can be viewed in your GDS from Sunday 11 February 2018.

### 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.

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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 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.

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## **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](mailto:sales.support@fly.virgin.com) or on +44344 2097705.

US - [VSSalesSupport@delta.com](mailto: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](mailto:SalesSupport.uk@delta.com)

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