

 VSbulletin

## VSbulletin 042 - UPDATE Adverse Weather Disruption: All United Kingdom Airports

We need to let you know that due to the weather conditions in the UK we are offering customer's travelling to, from or through any UK airport on 2 through to the 4 March 2018 options to rebook to a later date or re-route via another gateway if travelling onward.

Date	Destinations
02 – 04 March 2018	ALL

### **Rebooking Policy:**

#### **1) Re-book for travel on or before 12 March 2018**

- Rebook the same booking class on the new date if available until 12 March 2018
- If the original booking class is not available, re-book in lowest available booking class in the same cabin.
- Only rebook on VS or VS\*
- Update the SI field with the following information:

#### **SI VS INVOL FOC DATE CHANGE DUE TO UK WEATHER**

- Please reissue tickets to include "INVOL DATE CHANGE DUE UK 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 March 2018.

#### **2) Re-route between same Origin and Destination on or before 12 March 2018**

- Rebook the same booking class on the new date/route if available until 12 March 2018
- If the original booking class is not available, re-book in lowest available booking class in the same cabin.
- 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 UK WEATHER**

- Please reissue tickets to include "INVOL RE-ROUTE DUE TO UK 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 March 2018.

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**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](mailto: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](mailto:SalesSupport.uk@delta.com)

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