

 VSbulletin

VSbulletin 054 – Our A330-200s and our customers

You may have seen the news about the four A330-200 aircraft we added to our fleet recently. We are welcoming these flying ladies because we have been impacted, like many other airlines, by the engine supply issues on some of the Boeing 787-900. Our priority has been to ensure this had the least amount of impact on our customers and, although we've had to keep a few of our aircraft on the ground, our teams at Virgin Atlantic are working hard to get things sorted.

As we had to get these planes airborne as soon as possible, the onboard experience won't be quite the same as on our other aircraft, and it's important that you make customers who may be flying one of our A330-200 routes aware of this.

If you notice that one of your customers is likely to be traveling on one of our A330-200 aircraft, we have a preferred line to take:

Virgin Atlantic has been working hard to deal with the engine supply issues on some of the Boeing 787-900. Because of that, they've brought four A330-200 aircraft into service on some of their routes. Your booking is on one of these aircraft, and we wanted to let you know in advance that your onboard experience may be different to what you're used to – but no less fabulous. For more information, head to virginatlantic.com/gb/en/virgin-experience/our-a330-200-aircraft.html

For more information dedicated to agents, visit vsflyinghub.com/a330-200

If you have any questions about this, please contact Sales Support:

UK - sales.support@fly.virgin.com or on +44344 2097705.

US - us.salessupport@fly.virgin.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 vsflyinghub.com/en_us/vsbulletin