

 VSbulletin

VSbulletin 058 - Dubai Network changes

We need to let you know that after the March 31, 2019 we will cease flying between London and Dubai.

This year we've announced exciting growth plans for Manchester and London Heathrow – introducing new flights to Los Angeles and Las Vegas, and boosting capacity to create more opportunities for people to fly with us. As part of this network review we made the difficult decision to withdraw Dubai and we'd like to thank our customers and dedicated team in the UAE for their loyalty over the last 12 years. We'll continue to offer daily flights between London Heathrow and Dubai until March 31, 2019, with our last departure from London on March 30, and will be sad to say goodbye to this fantastic city.

Booking information

For passengers where bookings are ticketed by close of business June 28, we are looking into options to rebook on alternative carriers. We will complete this process for you and will be in touch with alternative arrangements at the earliest opportunity.

For passengers where bookings are not ticketed by close of business June 28, bookings will be updated with UC status and will show in your GDS after July 14.

Refunds

- Customers may be offered a full refund. Please request the refund through your GDS.
- All refunds will be credited to the original form of payment.
- Update the SI filed with the following information.

SI VS INVOL REFUND DUE TO VS400/VS401 CANX

SI REFUND DUE TO SCHEDULE CHANGE VS400/401/DATE

If you have any questions about this, please contact Sales Support at US.salessupport@fly.virgin.com.

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