

 VSbulletin

## VSbulletin 066 – Adverse Weather – Hurricane Florence

We need to let you know that due to Hurricane Florence we are offering customers traveling to, from or through the below destinations between September 13-16, 2018 options to rebook to a later date or re-route via another gateway if traveling onward.

Date	To/from/through
September 13-16, 2018	Charleston, SC (CHS) Fayetteville, NC (FAY) Greensboro, NC (GSO) Jacksonville, NC (OAJ) Norfolk, VA (ORF) New Bern, NC (EWN) Myrtle Beach, SC (MYR) Newport News, VA (PHF) Raleigh Durham, NC (RDU) Richmond, VA (RIC) Savannah, GA (SAV) Wilmington, NC (ILM)

We are offering customers with an original ticket issue date on or before September 11, 2018, traveling to, from or through these routes, the option to rebook onto a flight on a later date at no extra charge.

### **Rebooking Policy:**

#### **1) Rebook for travel up to September 20, 2018**

- Rebook the same booking class on the new date if available until September 20, 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).
- Only rebook on VS or VS/DL codeshare.
- Update the SI field with the following information:

**SI FOC DATE CHANGE DUE TO HURRICANE FLORENCE**

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- Please reissue tickets to include “**SI FOC DATE CHANGE DUE TO HURRICANE FLORENCE**” in the endorsement box and where supported precede the fare calculation with an “I-“

## 2) Reroute for travel until September 20, 2018

- Rebook the same booking class on the new date/route if available until September 20, 2018.
- If the original booking class is not available, rebook one that is and re-fare the booking.
- Only rebook on VS or VS/DL codeshare.
- Reroute 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 REROUTE CHANGE DUE TO HURRICANE FLORENCE**

- Please reissue tickets to include “**INVOL REROUTE DUE TO HURRICANE FORENCE**” in the endorsement box and where supported precede the fare calculation with an “I-“

Tickets must be re-issued and rebooked and travel must be no later than September 20, 2018.

**Refunds** – will be as per the fare conditions of the ticket.

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>

If you have any questions about VS operated flights, please contact Sales Support at [US.salessupport@fly.virgin.com](mailto:US.salessupport@fly.virgin.com) or call 1-855-485-9064.

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