



VSbulletin 078 – Adverse Weather – USA North East

We need to let you know that due to the weather conditions in the North East of the USA we are offering customers traveling to, from or through the below destinations on January 19-20, 2019 options to rebook to a later date or re-route via another gateway if traveling onward.

Date	Affected Destination	Permitted Travel Period
January 19-20, 2019	Boston (BOS) New York JFK (JFK) Newark (EWR)	January 21-23, 2019 Inclusive

We are offering customers 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 January 23, 2019

- Rebook travel in the same booking class, or, if original booking class is not available, re-book in the lowest available class in 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 NORTH EAST US WEATHER

- Please reissue tickets to include “**SI FOC DATE CHANGE DUE TO NORTH EAST US WEATHER**”. In the endorsement box and where supported precede the fare calculation with an “I-“

Tickets must be re-issued and rebooked on/before revised travel date.

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2) Reroute for travel up to January 23, 2019

- Re-route from an alternative US Gateway, using a direct VS service to the same destination.
- Re-route from an alternative US gateway, using a VS service with a VS* connection, to the same destination.
- Re-route to an alternative US VS gateway, using a VS* connection to a VS service.
- Rebook travel in the same booking class, or, if original booking class is not available, re-book in the lowest available class in the same cabin. No additional collection or change fee will be charged.
- Update the SI field with the following information:

SI REROUTE CHANGE DUE TO NORTH EAST US WEATHER

- Please reissue tickets to include “**INVOL REROUTE DUE TO NORTH EAST US WEATHER**”. In the endorsement box and where supported precede the fare calculation with an “I-“

Tickets must be re-issued and rebooked on/before revised travel date.

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.salesupport@fly.virgin.com or on 1-855-485-9064.

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