



# VSbulletin

## VSbulletin 090 - UPDATE - Cancellation of Jet Airways flights – Additional flights

Further to VSbulletins 086 and 087, Jet Airways (9W), one of our codeshare partners, continues to cancel a number of flights.

We are offering customers traveling on Virgin Atlantic (932) itineraries that involve a Jet Airways (9W) flight the option to rebook onto a flight on a later date at no extra charge.

Date	Affected Destination	Permitted Travel Period
April 11, 2019 – <b>April 30, 2019</b>	VS (932) ticketed itineraries involving a <b>9W flight that is currently planned to operate</b>	Travel within 14 days of original travel date
April 11, 2019 – <b>October 31, 2019</b>	VS (932) ticketed itineraries involving a <b>9W flight that has been cancelled</b>	Travel within 14 days of original travel date

### **Rebooking Policy:**

#### **Date Change**

- 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.
- If new travel date is outside of 14 days of original travel date, fare difference will be applicable but fees will be waived
- Only rebook on VS, VS\*/9W or valid rebooking airlines provided below
- Update the SI field with the following information:

#### **SI FOC DATE CHANGE DUE TO INOP 9W FLIGHT**

- Please reissue tickets to include “SI FOC DATE CHANGE DUE TO INOP 9W FLIGHT”. 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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## **Re-Route to an alternative trip origin/destination:**

Any change of origin or destination will be subject to fare difference, but change fees will be waived:

- Update the SI field with the following information:

### **SI RE-ROUTE DUE TO INOP 9W FLIGHT**

- Please reissue tickets to include “SI RE-ROUTE DUE TO INOP 9W FLIGHT”. 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.

## **Applicable Airlines – For rebooking**

When rebooking as per the above guidelines, passengers may re-route onto alternative services, provided the Trip origin and Trip destination are the same. Rebooking must be in the same cabin.

Airline	Rebook	Class to Book
VS/VS*/9W	VS Service to DEL and connecting to VS*/9W	Original class, or lowest available class within same Cabin
AF/KL	Connecting service between original origin and destination	Lowest available class within same cabin
VS/UK	VS Service to DEL and connecting with Vistara (UK)	Economy: K, L, N, H, A, M Premium: U, P, T, R Business: Z, D, J Lowest available class within same cabin
VS/AI - KTM	VS Service to DEL and connecting with AI to KTM	Economy: L, W Premium: Not Available Business: J
VS/AI – Other destinations	VS Service to/from DEL, AI connection to between DEL and AMD, ATQ, BBI, BHO, BLR, BOM, CCU, CJB, COK, GAU, GOI, GWL, HJR, HYD, IDR, IMF, IXB, IXC, IXD, IXJ, IXL, IXR, IXU, JAI, JLR, KNU, KUU, LKO, MAA, NAG, PAT, PNQ, RPR, STV, SXR, TIR, TRV, UDR, VNS, VTZ.	Economy: L, W Premium: Not Available Business: Not Available
EK Service via DXB	EK service to DXB, connecting to original destination	Economy: V, X, T, L, Q, K, U Premium: B, M, W, R, E, Y Business: O, I

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AI – BOM/DEL/AMD/BLR- LON	AI service to BOM/DEL/AMD/BLR from LON	Economy: U, L Premium: Not Available Business: Z
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For cancellations you may re-protect the booking on any suitable alternate option, as an involuntary change or seek a full refund for all flights on the ticket issued on 932 stock.

**Refund Policy:**

Refunds will be processed to the original form of payment:

- Refunds can be requested via your GDS
- Alternatively, you can request via BSP which can take 10-12 weeks
- Please update the SI field with the following information:

**SI VS REFUND DUE TO INOP 9W FLIGHT**

**OR**

**SI VS PARTIAL REFUND DUE TO INOP 9W FLIGHT**

For all other VSbulletin information, please visit <http://www.vsflvyinghub.com/en/vsbulletin>

For Delta's up to date information please visit Delta Pro: <https://pro.delta.com/>

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 on 1-800-862-8621. For all other VSbulletin information, please visit: [http://www.vsflvyinghub.com/en\\_us/vsbulletin](http://www.vsflvyinghub.com/en_us/vsbulletin)