



VSbulletin 091 - UPDATE - Cancellation of Jet Airways flights - Extended options for VS tickets and unable to accept 9W tickets

Further to VSbulletins 084, 086 and 090, we are saddened to hear that our codeshare partner Jet Airways (9W) has suspended its operations indefinitely, therefore all Jet Airways flights globally have been cancelled.

This also means any customers who are booked to travel on a Virgin Atlantic-operated flight using a Jet Airways (589) ticket no longer hold a valid ticket to travel. We recommend that for these customers you contact Jet Airways in the first instance for assistance.

We are offering customers traveling on Virgin Atlantic (932) itineraries that involve a Jet Airways (9W) flight booked and ticketed prior to April 18, 2019, the option to refund or rebook onto a flight on a later date at no extra charge.

Date	Affected Destination	Rebooking options
Apr 18, 2019 – Apr 30, 2019 only (Sections A & B)	VS (932) ticketed itineraries involving a 9W flight	<ol style="list-style-type: none"> 1. Full refund of unused sectors 2. Re-route to VS operated DEL services within 14 days of original travel 3. Re-Route original Origin and Destination per guidelines in Section B
Apr 18, 2019 – Nov 30, 2019 (Section A only)	VS (932) ticketed itineraries involving a 9W flight	<ol style="list-style-type: none"> 1. Full refund of unused sectors 2. Re-route to VS operated DEL services within 14 days of original travel

SECTION A

Valid for all passengers traveling between April 18, 2019 and **November 30, 2019** inclusive on a VS (932) issued ticket including a 9W operated sector

Refund Policy:

Refunds will be processed to the original form of payment:

- Refunds can be requested via your GDS

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- 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**Rebooking Policy to VS operated DEL service:**

- Passengers booked on a VS ticket including a 9W operated service between BOM and LHR (or vice versa) may re-route their itinerary to a VS operated service between DEL and LHR (or vice versa), connecting to the same VS Operated US destination (where appropriate)
- Passengers connecting from domestic airports in India onto LON/US who wish to re-route itinerary to begin/end at DEL on VS operated services may also re-route their itinerary to a VS operated service between DEL and LHR (or vice versa)
- 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
- 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-“
- **VS will be unable to provide transport between BOM and DEL**

Tickets must be rebooked and re-issued before May 31, 2019.

SECTION B

Valid for all passengers traveling between April 18, 2019 and **April 30, 2019** inclusive on a VS (932) issued ticket including a 9W operated sector

Date Change

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- 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 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.

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
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
AI – BOM/DEL/AMD/BLR-LON	AI service to BOM/DEL/AMD/BLR from LON	Economy: U, L Premium: Not Available Business: Z

For all other VSbulletin information, please visit <http://www.vsflyinghub.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 or on 1-800-862-8621.