

 VSbulletin

VSbulletin 095 – Reminder of our Churn Policy

We need to remind you of our Churn policy, which is part of our Global Booking policy, and that we will issue ADMs where the policy is not being complied with.

Effective July 3, 2019, ADMs will be charged as equivalent of GBP1 per segment, plus an administration fee of GBP30/EUR30/USD50.

- Any repeated booking or cancelling of the same itinerary in the same class or different classes of service across one or more passenger name records or GDS's including, without limitation, to circumvent or extend ticketing time limits, hold inventory or to meet GDS productivity requirements.
- Repetitive booking and cancelling of Virgin Atlantic inventory with little to no change to the itinerary. Bookings and cancels are evaluated equally, each getting the same treatment and count as one segment.
- Virgin Atlantic excludes from churning calculations, all activity generated the same date the initial booking for a segment was created.

EXAMPLE OF CHURN								TRANS-	
EXCEPTION	PNR	FLT_NO	ORIG	DEST	PASS_NO	STATUS_CD	PREVSTATUS	TYPE	TRANS_DATE
CH	WG716MB	19	LHR	SFO	2	HK	NN	B	03/15/2018
CH	WG71MB	19	LHR	SFO	-2	HK	NN	C	03/15/2018
CH	KW3WNT	19	LHR	SFO	2	HK	NN	B	03/16/2018
CH	KW3WNT	19	LHR	SFO	-2	HK	NN	C	03/03/2018
CH	L4AGOO	19	LHR	SFO	2	HK	NN	B	03/16/2018
CH	L4AGOO	19	LHR	SFO	-2	HK	NN	C	03/21/2018

If you have any questions about this, please contact Sales Support at us.salessupport@fly.virgin.com or on 1-800-862-8621. For all other VSbulletin information, please visit: http://www.vsflighthub.com/en_us/vsbulletin