

Virgin Atlantic Sales Bulletin

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COVID-19 Flexibility for customers with tickets issued 12 March – 31 May 2020 **UPDATE 3**

To provide greater flexibility for customers with upcoming travel plans, Virgin Atlantic has extended their policy to waive the change fee for flight changes for tickets issued in March, April or May.

The relaxation of commercial policy is available to customers that have a ticket originally issued on or after 12 March 2020 and **on or before 31 May 2020, for original dates of travel up to and including 31 December 2020.**

Ticket Issued Date	Original Travel Date	Affected Destination	Permitted Travel Period
On or after 12 March 2020 and on or before 31 May 2020	12 March 2020 – 31 December 2020	VS issued tickets from/to/through all destinations when travelling on a VS/VS* flight number	Travel can be rebooked 13 March 2020 – 30 April 2021

Valid for customers with VS (932) tickets issued **on or after 12 March 2020 and on or before 31 May 2020** for original dates of travel up to **31 December 2020** and includes tickets that are usually non-changeable.

Customers may make one free of charge change only but must include a change to the date. Changes to the destination on the original travel date are not permitted.

Future Travel Rebooking Options:

1) Rebook for travel up to 30 April 2021

- Rebook travel in the same booking class. If original booking class is not available, rebook in the lowest available class in the same cabin. No change fee will be charged however additional fare difference applies. If the new quoted fare is lower than the originally ticketed fare, no refund of the difference will be given.
- Part travelled rebook is permitted on an earlier date and minimum stay restrictions will be waived.
- Where the itinerary includes onward connection on other airlines, rebook travel in the same booking class, or, if original booking class isn't available on connection, re-book in the lowest available class in the same cabin. No change fee will be charged however additional fare difference applies.

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- Rebooking onto an alternative connecting carrier will be subject to the fare rules as per CAT4 flight application. No change fee will be charged
- Where a change to outbound date occurs, the ticket is valid for 12 months from the new date of travel, or 30 April 2021, whichever is later.
- Update the OSI field with the following information:

OSI CHANGES PER CORONAVIRUS SIT CHG FEE 12MAR20

- Please reissue tickets to include “**FOC CHANGES PER CORONAVIRUS SIT CHG FEE 12MAR20**”.

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

2) Reroute for travel up to 30 April 2021

- Customers travelling on a VS/VS* service may re-route to the same destination via a VS/VS* connection or VS/VS* direct service, subject to seats being available in the same booking class, and departure dates being within the permitted rebooking period. If original booking class is not available, rebook in the lowest available class in the same cabin. No change fee will be charged however additional fare difference applies.
- Customers wishing to travel from/to an alternative destination on a VS/VS* service will be subject to a fare difference but will not be charged any change fee provided new travel dates are within the permitted travel period.
- **OSI REROUTE CHANGES PER CORONAVIRUS SIT CHG FEE 12MAR20**
- Please reissue tickets to include “**REROUTE FOC CHANGES PER CORONAVIRUS SIT CHG FEE 12MAR20**”.

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

Virgin Atlantic has updated our fare rules to remove the change fees in line with our policy. This change will remove the change fees and allow automated reissues to charge any fare difference & taxes/YQ.

Refund Policy

Refunds are not permitted, unless within fare rules or per our [Schedule Change policy](#) which includes:

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- You can refund a non-refundable ticket(s) when there has been a Virgin Atlantic schedule change of three or more hours or the flight is cancelled.

Please note that this Sales Bulletin ref. AU028 superseded ref. AU024.

If you have any queries relating to this communication, please contact our Sales Support – SalesSupportAustralia@fly.virgin.com