

COVID-19 Flexibility for customers - Update 12 June

We want to offer as much flexibility as possible to your customers impacted by the global health concern of Covid-19.

We have taken the opportunity to update and streamline our policies.

- We now allow up to 2 date changes with fees waived
- We're allowing a name change free of charge
- We've extended the new bookings policy to cover original travel to 30 April 2021.
- For those travelling through 30 September 2020, we're now offering the same guidance regardless of their ticket issue date

For passengers with flights that are still scheduled to operate

Original Travel Period	Ticket Issue Dates	Rebook Travel Period	Waive?		Refund?	Open Ticket?	Re-Route?
			Change Fee?	Fare Diff?			
01 Mar 20 – 30 Sep 20	Any	12 Jun 2020 - 30 Nov 2020	Y	Y	N	Y	Fare Diff
		01 Dec 2020 - 30 Sep 2022	Y	N	N	Y	Fare Diff
01 Oct 20 – 30 Apr 21	1 Mar 20 - 30 Sep 20	12 Jun 2020 - 30 Sep 2022	Y	N	N	Y	Fare Diff

For passengers with flights that have been impacted by significant schedule change

Original Travel Perio	Ticket Issue Date	Rebook Travel Period	Waive?		Refund	Open Ticket?	Re-Route?
			Change Fee?	Fare Diff?			
01 Mar 2020 –	Any	12 Jun 2020 - 30 Nov 2020	Y	Y	If Canx	Y	Fare Diff

30 Sep 2020		01 Dec 2020 - 30 Sep 2022	Y	N	If Canx	Y	Fare Diff
01 Oct 2020 - 30 Jun 2021	Any	<i>+/- 21 Days of Original Travel</i>	Y	Y	If Canx	Y	Fare Diff
		12 Jun 2020 - 30 Nov 2020	Y	Y	If Canx	Y	Fare Diff
		01 Dec 2020 - 30 Sep 202	Y	N	If Can	Y	Fare Diff

For full details: <https://www.vsflyinghub.com/en/vsbulletin>

VSbulletin – COVID-19 Travel policies and schedule – 4 June 2020

Last published on 4/6/2020

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Returning to passenger flying this Summer

As countries around the world start to relax travel restrictions, we wanted to let you know of our plan to restart flying customers with service from London Heathrow to Orlando, Hong Kong, Shanghai, New York and Los Angeles from the 20 July 2020. While steadily increasing passenger flying throughout the second half of 2020, with a further, gradual recovery through 2021 in line with customer demand.

Our first planned flights will be to Orlando and Hong Kong; however, we are monitoring external conditions extremely closely, in particular the travel restrictions many countries have in place including the 14-day quarantine policy for travellers entering the UK.

We will be flying our customers temporarily to and from **London Heathrow Terminal 2**

Restart date	Route
20 th July 2020	London Heathrow – Orlando
20 th July 2020	London Heathrow – Hong Kong
21 st July 2020	London Heathrow – Shanghai
21 st July 2020	London Heathrow – New York JFK
21 st July 2020	London Heathrow – Los Angeles

We will share more detailed schedule information over the next couple of weeks. Please look out for further bulletins.

Policies

We want to offer as much flexibility as possible to your customers impacted by the global health concern of Covid-19. Existing customers with upcoming travel have options to rebook free-of-charge, to change their destination or date of travel, or hold their ticket open until 30 September 2022.

Here is a useful reference chart to help with the challenges faced from COVID-19

<https://www.vsflyinghub.com/pdfs/covid-b2b-flow-diagram-002-.pdf>

Customers Away from Home

Customers who are mid-trip away from home, please continue to make arrangements for your customers rebooking them in line with the applicable [VSbulletin](#)

Customers whose flights are cancelled will be contacted directly with an alternative option as long as we have contact information included in the PNR.

Refunds

We understand the difficulty that the Covid-19 situation may pose to your customers. We treat every customer's travel plans on a case by case basis and will always try to help if we can, whilst following the booking conditions that apply to their ticket.

For any new refund requests please refer to our [Schedule Change policy](#) which includes:

- 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.

For any refunds due to cancelled flights:

SI VS INVOL SCHEDULE CHANGE VS XXX /DATE' '

SI VS FULL REFUND

Refunds must be processed via BSP as we have temporarily removed automatic refunds via GDS.

The revised process means it may take longer than usual to provide the refund and we are grateful for your patience.

Our Flying Programme for 2021

We intend to fly to 24 of our returning destinations around the world on a modern fleet of wide-body, twin-engine aircraft comprising of A330-300s, 787-9s, A350-1000s, as well as A330-200s before they retire in early 2022 as planned

Flying from London Heathrow	Frequency of service	Flying from London Heathrow	Frequency of service
Antigua	4x Week	Los Angeles	2x Daily
Atlanta	Daily	Miami	Daily
Barbados	Daily	Montego Bay	3x Week
Boston	Daily	Mumbai	Daily
Capetown	Winter Seasonal	New York (JFK)	5x Daily
Delhi	2x Daily	Orlando	2x Daily

Grenada	2x Week	San Francisco	Daily
Havana	3x Week	Seattle	Daily
Hong Kong	Daily	Shanghai	Daily
Johannesburg	Daily	Tobago	1x Week
Lagos	Daily	Tel Aviv	2x Daily
Las Vegas	Daily	Washington	Daily
Flying from Manchester	Frequency of service	Flying from Belfast Heathrow	Frequency of service
Atlanta	Daily	Orlando	Summer Seasonal
Barbados	3x Week	Flying from Glasgow	Frequency of service
New York - JFK	Daily	Orlando	2x Week
Los Angeles	3x Week		
Orlando	2x Daily		

Please note: This schedule is subject to change.