

COVID - 19

Flexibility for Customers - Policy Update

This bulletin replaces all previous Covid-19 policies. We are issuing this guidance for passengers who have flights impacted by the Covid-19 situation.

General Guidance for Covid-19 Policies:

- To qualify for waivers in fees/fare difference, passengers/booking agents should inform VAA of their wish to change their booking at least 21 days prior to their original travel date
- Where fare difference is charged, it should be calculated including all taxes/charges (Total Selling Price)
- Where the new Total Selling Price is lower than the original price, this is refundable to the passenger
- Where the passenger wishes to upgrade cabin, fare difference should be charged.
- Cancellations, refunds and downgrades are subject to original fare rules unless refund is permitted by policy

A. For passengers with flights which are still scheduled to operate (Section A)

Applicable to passengers who **do not** have significant schedule changes (flight cancelled, new mis-connects, departure time change > 3 hours)

Original Travel Period	Ticket Issue Dates	Rebook Travel Period	Waive?		Refund?	Open Ticket?	Re-Route?
			Change Fee?	Fare Diff?			
01 Mar 2020 – 30 Nov 2020	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 Dec 2020 – 30 Apr 2021	01 Mar 2020 – 30 Sep 2020	12 Jun 2020 - 30 Sep 2022	Y	N	N	Y	Fare Diff

*Please see Section A – Voluntary Changes with no schedule change for further guidance

B. For passengers with flights impacted by significant schedule change (Section B)

Applicable to passengers who **have** significant schedule changes (flight cancelled, new mis-connects, departure time change > 3 hours)

Original Travel Period	Ticket Issue Dates	Rebook Travel Period	Waive?		Refund?	Open Ticket?	Re-Route?
			Change Fee?	Fare Diff?			
01 Mar 2020 – 30 Nov 2020	Any	12 Jun 2020 - 30 Nov 2020	Y	Y	If Canx	Y	Fare Diff
		01 Dec 2020 - 30 Sep 2022	Y	N	If Canx	Y	Fare Diff
01 Dec 2020 - 30 Jun 2021	Any	+/- 21 Days of Original Travel	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 2022	Y	N	If Canx	Y	Fare Diff

***Please see Section B – Schedule Change Guidance**

Section A - For passengers with flights which are still scheduled to operate

- Applicable to passengers who **do not** have significant schedule changes (flight cancelled, new mis-connects, departure time change > 3 hours)

Original Travel Period	Ticket Issue Dates	Rebook Travel Period	Waive?		Refund?	Open Ticket?	Re-Route?
			Change Fee?	Fare Diff?			
01 Mar 2020 - 30 Nov 2020	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 Dec 2020 - 30 Apr 2021	01 Mar 2020 - 30 Sep 2020	12 Jun 2020 - 30 Sep 2022	Y	N	N	Y	Fare Diff

General Guidance (same routing on VS/VS*):

- We will waive fees/fare difference as outlined below when passengers inform us of their wish to change at least 21 days prior to their original travel date
- We will allow up to 2 date changes, and up to 1 name change, with change fees waived if following
- Where original travel is between **01MAR20 – 30NOV20**, passengers may rebook the same origin-destination and routing on VS/VS* flights, in the same cabin and we will waive change fees and fare difference, if new travel is between **12JUN20-30NOV20**
- If new travel is between **01DEC20-30SEP22**, we'll waive change fees, but fare difference will apply
- Change in cabin will result in fare difference, though change fees will be waived as per (1). Fare difference should be calculated at Total Selling Price (TSP). Where the new TSP is lower than original, difference may be refunded
- Where original travel is between **01OCT20-30APR21**, and tickets are issued between **01MAR20-30SEP20**, we'll waive change fees if passengers travel on the same routing by **30SEP22**, though fare difference will apply
- This policy applies regardless of ticket type (e.g. non-flexible tickets will become flexible if they meet the above waiver requirements)
- Tickets must be re-issued on/before revised travel date
- Valid for customers with VS (932) tickets issued as above and includes tickets that are usually non-changeable. The validity of the ticket is permitted to be extended to the new dates.
- Part traveled rebook is permitted on an earlier date and minimum stay restrictions will be waived.
- Where the itinerary includes connection to or from 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, tax and surcharge difference applies.
- 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, return date may be changed to protect the original length of the trip within the permitted travel period.

- Rebooking onto an alternative connecting carrier will be subject to the fare rules as per CAT4 flight application. No change fee will be charged

Re-route:

1. Passengers travelling on a direct VS/VS* service may re-route to the same destination via a VS/VS* connection, subject to seats being available in the same cabin, and departure dates being within the permitted rebooking period. Fare difference will be also waived if guidance in (1-3), above, is met
2. Passengers travelling via a VS/VS* connection may rebook onto a direct VS/VS* service to that same destination, subject to availability in the same cabin within the permitted rebooking period
3. Passengers wishing to travel to/from an alternative destination on a VS/VS* service will be subject to a fare difference, but should not be charged any change fee provided new travel dates are within the permitted travel period
4. Rebook travel in the same booking class, or;
5. If original booking class isn't available, re-book in the lowest available class in the same cabin. No change fee will be charged but will be subject to any fare difference for changes outside of fare rules regardless of booking class.
6. Tickets must be re-issued on / before revised travel date

Rebook for travel up to 30 September 2022 - Customer does not know which date they wish to travel:

Should your customers be unsure of their new travel dates they can rebook up to and including 30 September 2022.

- Cancel the original booking prior to the departure of their first flight, ensure the customers retain their E-ticket number for future rebooking.
- Should the original documentation become lost or mislaid please contact salesupport@fly.virgin.com with the customer name, flight number and original date of travel, however we cannot guarantee that the original ticket number can be retrieved.
- When your customers provide new travel dates:
 - Create a new PNR. No change fee will be charged however additional fare and tax difference applies

- Reissue the original ticket/s to the new PNR collecting all additional fare, tax and surcharge difference where applicable
- If the new quoted fare is lower than the originally ticketed fare, no refund of the difference will be given
- Update the SI field with the following information: **SI CHANGES PER CORONAVIRUS SIT CHG FEE 12JUN20**
- Please reissue tickets to include **FOC CHANGES PER CORONAVIRUS SIT CHG FEE 12JUN20**
- Tickets must be re-issued and rebooked on/before revised travel date.

Reroute for travel up to 30 September 2022

- 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, tax and surcharge difference applies.
- Customers wishing to travel to/from an alternative destination on a VS/VS* service will be subject to additional fare, tax and surcharge difference but will not be charged any change fee provided new travel dates are within the permitted travel period.
- Update the SI field with the following information:
 - **SI REROUTE CHANGES PER CORONAVIRUS SIT CHG FEE 12JUN20**
- Please reissue tickets to include **“REROUTE FOC CHANGES PER CORONAVIRUS SIT CHG FEE 12JUN20”**.
- Tickets must be re-issued and rebooked on/before revised travel date.

General Guidelines	Yes/No	Important Notes:
Travel on Earlier Date than Ticketed?	Yes	Travel is permitted on an earlier date, with no fees, if the date is within the guidelines of this bulletin
Waive minimum/maximum stay	Yes	Travel as per new booking dates
Change Origin or Destination	Yes	Additional fare charges will apply, but the change fees will be waived if waiver guidelines are met

Refund	No	Not permitted under this voluntary bulletin. IROP must apply for refund eligibility.
Rebooking Carrier Priority		VS/VS*
Rebooking to Different Cabin?	No	Must rebook in same cabin
PNR Documentation / SI Field	Yes	SI CHANGES PER CORONAVIRUS SIT CHG FEE 12JUN20
Voluntary Alternate Rebooking	Yes	Rebooking and repricing to an alternate station is allowed but is a manual process

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

- *Applicable to passengers who **have** significant schedule changes (flight cancelled, new mis-connects, departure time change > 3 hours)*

Original Travel Period	Ticket Issue Dates	Rebook Travel Period	Waive?		Refund?	Open Ticket?	Re-Route?
			Change Fee?	Fare Diff?			
01 Mar 2020 – 30 Nov 2020	Any	12 Jun 2020 - 30 Nov 2020	Y	Y	If Canx	Y	Fare Diff
		01 Dec 2020 - 30 Sep 2022	Y	N	If Canx	Y	Fare Diff
01 Dec 2020 - 30 Jun 2021	Any	+/- 21 Days of Original Travel	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 2022	Y	N	If Canx	Y	Fare Diff

General Guidance for all rebooking options

- On the guidance issued below, travel should be rebooked within (+/-) 21 days of original travel, or prior to 30SEP22 for change fees to be waived
- Where rebooked travel is within 21 days of original travel dates, or prior to 30NOV20, fare changes and change fees should be waived, subject to the guidance below. Where rebooked travel is outside of 21 days of original travel, and on/after 01DEC20, fare difference may apply, but change fees will be waived. Rebooking must be in same cabin, in the original booking class (where available) or lowest booking class.
- Part-refund will be permitted if new Total Selling Price is lower than original TSP, where within the above guidelines
- One name change is also permitted with fees waived
- All travel must be completed by 30 September 2022
- Valid for customers with VS (932) tickets issued as above and includes tickets that are usually non-changeable. The validity of the ticket is permitted to be extended to the new dates.
- Part travelled rebook is permitted on an earlier date and minimum stay restrictions will be waived.
- Where the itinerary includes connection to or from 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, tax and surcharge difference applies.
- 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, return date may be changed to protect the original length of the trip within the permitted travel period.
- Rebooking onto an alternative connecting carrier will be subject to the fare rules as per CAT4 flight application. No change fee will be charged

Route Suspended (E.G. MANLAS)

1. Re-route onto VS/VS* connection where available. For example, MAN-LAS could be rebooked MAN-JFK-LAS where available.
2. Re-route from different origin – where MAN departure has been cancelled re-route to LON free of charge, though VS would not be liable for taxi/train costs of getting to airport

3. New Origin & Destination: rebook an alternative VS destination with change fees waived. Fare difference applies
4. Open ticket: We'll hold until you've decided which option you'd like to take on the above. Must be completed by 30 Sep 2022, fare difference will apply when outside of 21 days of original travel
5. Re-route with codeshare/interline partners where available – subject to rules of the fare. Re-issue required. Fare difference will apply, but change fees will be waived
6. Refund of unused sectors

Route moves from LGW to LHR

1. If alternative LGW departures are available to same destination (e.g. LGWMCO during peak), rebook onto other departure FOC
2. Switch to LHR departure, FOC
3. Switch to/from MAN direct VS service FOC - where LGW departure has been amended to LHR, re-route to MAN direct VS service free of charge, though VS would not be liable for taxi/train costs of getting to airport.
4. New Origin & Destination: rebook an alternative VS destination with change fees waived. Fare difference applies
5. Open ticket: We'll hold until you've decided which option you'd like to take on the above. Must be completed by Sep 2022
6. Refund of unused sectors

Other Schedule Changes (inc Ad Hoc cancellations, time changes)

- Please refer to our standard schedule change policy [Click Here](#)

Rebook for travel up to 30 September 2022 - Customer does not know which date they wish to travel:

Should your customers be unsure of their new travel dates they can rebook up to and including 30 September 2022.

- Cancel the original booking prior to the departure of their first flight, ensure the customers retain their E-ticket number for future rebooking.
- When your customers provide new travel dates:
 - Create a new PNR. No change fee will be charged however additional fare and tax difference applies
 - Reissue the original ticket/s to the new PNR collecting all additional fare, tax and surcharge difference where applicable.
 - If the new quoted fare is lower than the originally ticketed fare, no refund of the difference will be given
 - Update the SI field with the following information: **SI CHANGES PER CORONAVIRUS SIT CHG FEE 12JUN20**
- Please reissue tickets to include **FOC CHANGES PER CORONAVIRUS SIT CHG FEE 12JUN20**
- Tickets must be re-issued and rebooked on/before revised travel date.

Reroute for travel up to 30 September 2022

- 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, tax and surcharge difference applies.
- Customers wishing to travel to/from an alternative destination on a VS/VS* service will be subject to additional fare, tax and surcharge difference but will not be charged any change fee provided new travel dates are within the permitted travel period.
- Update the SI field with the following information:
 - **SI REROUTE CHANGES PER CORONAVIRUS SIT CHG FEE 12JUN20**
- Please reissue tickets to include **“REROUTE FOC CHANGES PER CORONAVIRUS SIT CHG FEE 12JUN20”**.
- Tickets must be re-issued and rebooked on/before revised travel date.

General Guidelines	Yes/No	Important Notes:
Travel on Earlier Date than Ticketed?	Yes	Travel is permitted on an earlier date, with no fees, if the date is within the guidelines of this bulletin
Waive minimum/maximum stay	Yes	Travel as per new booking dates
Change Origin or Destination	Yes	Additional fare charges will apply, but the change fees will be waived if waiver guidelines are met
Refund	If original flight cancelled	IROP must apply
Rebooking Carrier Priority		VS/VS*
Rebooking to Different Cabin?	No	Must rebook in same cabin
PNR Documentation / SI Field	Yes	SI CHANGES PER CORONAVIRUS SIT CHG FEE 12JUN20
Voluntary Alternate Rebooking	Yes	Rebooking and repricing to an alternate station is allowed but is a manual process