

## General Guidance

This policy is available to customers with VS (932) tickets who have flights impacted by the Covid-19 situation.

### Total Selling Price (TSP)

- Includes all fare, YQ, taxes and surcharges when re-calculation is required
- A refund will be permitted if new Total Selling Price is lower than original TSP
- This policy applies to all VS/VS\* regardless of ticket type and includes tickets that are usually non-changeable
- Un-ticketed bookings – Virgin Atlantic will seek to rebook the same booking class if applicable to the new flight, you may use the original stored fare to issue amended itinerary. Should the change not be suitable for your customer's travel plans, re-price their new itinerary at current TSP
- We would encourage customers to rebook prior to the original travel date, should customers no show fare conditions will apply
- Up to two date changes are permitted with no change fees charged within the criteria outlined below
- One replacement customer can be made per ticket within a PNR as detailed below
- Part travelled rebooking is permitted to an earlier date and minimum/maximum stay restrictions will be waived
- Increased TSP will be charged for fare differences in Economy over 60GBP, Premium over 120GBP, Upper over 350GBP. For one way or part travelled rebooking TSP will be charged for fare differences in Economy over 30GBP, Premium over 60GBP and Upper over 175GBP. Itineraries that include connections to or from other airlines, may

be rebooked to travel in the same booking class, or, if original booking class isn't available, re-book in the lowest available class in the same cabin. No change fee will be charged however additional collection must be calculated at TSP

- Rebooking onto an alternative connecting carrier will be subject to the fare rules as per CAT4 flight application. No change fee will be charged however additional collection must be calculated at TSP
- 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

Original travel date

Ticket issue date

Rebook travel period

Applicable to waiver

Refund

Open Ticket

Re-route

Change Fees

TSP

01 March 2020 - 31 Aug 2021

Up to 31 Dec 2020

Up to 31 Dec 2022

Yes

Economy up to 60GBP

Applies only to flight cancellations, misconnections or a change of more than 3 hours

Yes

Recalculate TSP

Waive permitted for:

Economy up to 60GBP

Premium up to 120GBP

Upper up to 350GBP

Premium up to 120GBP

Upper up to 350GBP

For all other additional standard schedule changes including time changes under three hours, please refer to our schedule change policy [Click Here](#)

Update the SI field with the following information

SI VS PER COVID19 GBPXXX SIT 06OCT2020

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 06OCT2020

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

#### Re-route

Customers travelling on a direct VS/VS\* service may re-route to the same destination via a VS/VS\* connection, or if travelling via a VS/VS\* may rebook on direct service, subject to seats being available in the same cabin, and departure dates being within the permitted rebooking period. TSP may be waived as per the above table

Customers wishing to travel to/from an alternative destination on a VS/VS\* service will be subject to TSP, but should not be charged any change fee provided new travel dates are within the permitted travel period

- Rebook travel in the same booking class, or;
- If original booking class isn't available, re-book in the lowest available class in the same cabin. No change fee will be charged, however TSP may apply

#### Refund Policy

Refunds permitted should if one or more of the following apply

- A flight cancellation
- A change causes a misconnect on a through ticket
- Change of three or more hours occurs

Refunds must be processed via GDS please refer to our refunds policy [click here](#).

Update the SI field with the following information:

**SI REFUND PER COVID 19 SIT 06OCT2020**

**Replacement Passenger**

**One free of charge replacement customer can be made per ticket within a PNR**

**When the customers provide the new name/s**

- **Create a new PNR for the replacement customer using a fare valid at time of creation**
- **Issue ticket on 932 ticket stock**
- **Refund original ticket which will be credited to original form of payment**
- **Update the SI field with the following information**

**SI VS REPLACEMENT PAX DUE TO COVID19 06OCT2020**

**SI VS REFUND NEW TKN 932 XXXXXX**

**New ticket must be issued, and original ticket refunded on/before revised travel date.**

**Refunds must be processed via GDS.**

**Should your customers be unsure of their new travel dates they can rebook up to and including 31 December 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 [sales.support@fly.virgin.com](mailto:sales.support@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 TSP applies, fare differences in Economy over 60GBP, Premium over 120GBP, Upper over 350GBP. For one way or part travelled rebooking TSP will be charged for fare differences in Economy over 30GBP, Premium over 60GBP and Upper over 175GBP
- Reissue the original ticket/s to the new PNR collecting all TSP where applicable
- If the new TSP is lower than the originally ticketed fare, refund of the difference will be given

Update the SI field with the following information

**SI VS PER COVID19 GBPXXX SIT 06OCT2020**

Please reissue tickets to include

**PER COVID19 GBPXXX SIT 06OCT2020**

Tickets must be issued on/before revised travel date.