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VSbulletin – COVID-19 Flexibility for customers - Update 04 December 2020

Last published on 5/12/2020

This policy is available to customers with VS (932) tickets whose travel plans have been impacted by the Covid-19 situation.

- Where fare difference is charged, it should be calculated including all taxes/charges (Total Selling Price). For all of the attached guidance, fare and adcol refer to total selling price.
- 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
- Total Selling Price (TSP) - Includes all fare, YQ, taxes and surcharges when re-calculation is required
- 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**
- 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

For passengers with flights which are still scheduled to operate

When rebooked travel occurs on or before 31 Dec 2022, the change fee will be waived if ticket is reissued on or before 31 Dec 2022. Travel must be completed by 31 December 2022 (including open ticket policy)

For all bookings ticketed until 11 Jun 2020, due to travel by 31 Aug 2021, we will offer the following flexibility:

- This policy entitles passengers to one change with the change fee waived only

- This policy applies regardless of the flexibility of the ticket – for example where a booking is made in Light, this policy will grant one change with the change fee waived, even if typically the booking would be non-changeable
- When rebooked travel occurs on or before 31 Dec 2022, the change fee will be waived if ticket is reissued on or before 31 Dec 2022, though fare difference will apply on the new itinerary, regardless of booking class. If the new quoted fare is lower than the current ticketed fare, no refund will be applied
- No refunds are permitted as part of this policy
- Fare difference (adcol) will be charged, unless new fare is within the fare differences highlighted below:

Economy £60, Premium £120, Upper £350

(On a round trip basis, if one-way or part-itinerary the applicable amount will be 50% of above).

Note – the above limits apply to all new travel dates (including earlier departures) provided completed by 31 December 2022).

For all bookings ticketed from 12 Jun 2020 until 04 Dec 2020, due to travel by 31 Aug 2021, we will offer the following flexibility:

- Up to 2 changes of dates and/or one change of name(s), with fees waived, travel must be completed by 31 December 2022 (including open ticket policy)
- Fare difference (adcol) will be charged, unless new fare is within the fare differences highlighted below:

Economy £60, Premium £120, Upper £350

(On a round trip basis, if one-way or part-itinerary the applicable amount will be 50% of above). Note – the above limits apply to all new travel dates (including earlier departures) provided completed by 31 December 2022).

If adcol is within the differences highlighted above, we will waive adcol (no difference to be refunded). If it is more, we will reduce by the above amounts.

If new fare is lower than original, difference can be refunded to passenger.

If the passenger changes destinations, adcol should be collected in full.

Passengers can move to an open ticket, with all travel to be completed by 31 Dec 2022 (non-refundable).

For all bookings ticketed from 05 Dec 2020, due to travel by 31 Dec 2022, we will offer the following flexibility:

- Up to 2 changes of dates and/or one change of name(s), with fees waived, travel must be completed by 31 December 2022 (including open ticket policy)
- Fare difference (adcol) will be charged, unless new fare is within the fare differences highlighted below:

Economy £60, Premium £120, Upper £350

*(On a round trip basis, if one-way or part-itinerary the applicable amount will be 50% of above).
Note – the above limits apply to all new travel dates (including earlier departures) provided completed by 31 December 2022).*

If adcol is within the differences highlighted above, we will waive adcol (no refund on the fare difference). If it is more, we will reduce by the above amounts.

If the new quoted fare is lower than the current ticketed fare, no refund will be applied.

If the passenger changes destinations, adcol should be collected in full.

Passengers can move to an open ticket, with all travel to be completed by 31 Dec 2022 (non-refundable). Passenger must use full value of their open ticket for future travel. No refunds on residual value of open tickets if new ticket price is lower.

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 04DEC2020

Please reissue tickets to include endorsement:

PER COVID19 GBPXXX SIT 04DEC2020

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 above.

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

Open Ticket

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 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 04DEC2020

Please reissue tickets to include

SI VS PER COVID19 GBPXXX SIT 04DEC2020

Tickets must be issued on/before revised travel date.

Replacement Passenger

Where replacement passenger is permitted:

When the customers provide the new name

- 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 04DEC2020

SI VS REFUND NEW TKN 932 XXXXXX

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

Refund Policy

Refunds permitted should 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 04DEC2020

If you have any questions about this, please contact Sales Support on sales.support@fly.virgin.com

For all other VSbulletin information, please visit <https://www.vsflyinghub.com/en/vsbulletin>

For DL ticketed customers please contact UK Delta Sales Support on 0800 783 0747 or
Email SalesSupport.uk@delta.com

For Delta's up to date information please visit DeltaPro: <https://pro.delta.com/content/agency/gb/en/home.html>

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