

# VSBulletin COVID Flexibility Policy - 5

## February 2021

### Last published on 5/2/2021

We continue to monitor the Covid-19 situation very carefully, including the latest guidance from the World Health Organization (WHO) and the Foreign and Commonwealth Office (FCO), as well as any new entry or quarantine restrictions implemented by the countries we fly to.

#### What's new vs previous policy?

- New unlimited free of charge changes to travel dates and flights for bookings from 06 Feb 21
- New extended fare difference waiver if new travel is on/before 31 May 21
- Remove fare difference waivers for bookings made from 06 Feb 21 for travel from 01 Jun 21
- New original travel date for flight cancellations covered in this policy extended to 31 Aug 21
- New extended travel must be completed by 30 Apr 23
- New clarity for bookings made on/before 11 Mar 20 and impacted by 'events beyond control'
- New clarity on no-shows for this policy

#### General Guidance for Covid-19 Policies

- This policy is to allow customers more flexibility in addition to original fares rules
- Cancellations, refunds and downgrades are subject to the original fare rules, unless permitted by this policy – whichever is the most flexible.
  
- Total Selling Price (TSP) - Includes all fare, YQ, taxes and surcharges when re-calculation is required
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- This policy applies to all VS/VS\* regardless of ticket type and includes tickets that are usually non-changeable
- 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 TSP
- Where the passenger wishes to upgrade cabin, fare difference should be charged
- 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, If your customers do not show up for their flight and do not present themselves to airport staff on the scheduled day of departure, their ticket may not be valid**
- Part travelled rebooking is permitted to an earlier date and minimum/maximum stay restrictions will be waived
- 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 for all bookings ticketed from 06 Feb 2021, due to travel by 30 April 2022

For passengers with flights which are still scheduled to operate

<b>Flights are still operating</b>	
<b>Bookings from</b>	06 Feb 21
<b>Bookings until</b>	Until further notice
<b>Original travel by</b>	30 Apr 22
<b>New travel must be completed by</b>	30 Apr 23
<b>Change fees</b>	Waived - unlimited date/flight changes 1 x name change (free of charge)
<b>Fare difference</b>	Waived if travelling on/before 31 May 21. For travel from 01 Jun 21, fare difference applies with no refund if new fare is lower.
<b>Change of Origin or Destination</b>	Change fees are waived. For travel from 01 Jun 21, fare difference apply.
<b>Refund</b>	No refund. No refund on fare difference. Open tickets are allowed. No refund on residual value of open tickets.

## Rebooking for all bookings ticketed from 05 Dec 2020, due to travel by 31 Dec 2021

For passengers with flights which are still scheduled to operate

<b>Bookings from</b>	<b>05 Dec 20</b>
<b>Bookings until</b>	<b>05 Feb 21</b>
<b>Original travel by</b>	31 Dec 21
<b>New travel by</b>	31 Dec 22
<b>Change fees</b>	Waived for 2 x changes 1 x name change (free of charge)
<b>Fare difference</b>	Waived if travelling on/before 31 May 21.  For travel from 01 Jun 21: waived if within  £60 for Economy  £120 for Premium  £350 for Upper
<b>Change Origin or Destination</b>	Change fees as per above.  Fare difference waived for new travel on/before 31 May 21. For travel from 01 Jun 21, fare difference apply.
<b>Refund</b>	No refund.  No refund on fare difference.  Open tickets are allowed.

## Rebooking for all bookings ticketed from 12 Jun 2020, due to travel by 31 Aug 2021

For passengers with flights which are still scheduled to operate

<b>Bookings from</b>	<b>12 Jun 20</b>
<b>Bookings until</b>	<b>04 Dec 20</b>
<b>Original travel by</b>	31 Aug 21
<b>New travel by</b>	31 Dec 22
<b>Change fees</b>	Waived for 2 x changes 1 x name change (free of charge)
<b>Fare difference</b>	Waived if travelling on/before 31 May 21.  For travel from 01 Jun 21: waived if within  £60 for Economy £120 for Premium £350 for Upper
<b>Change Origin or Destination</b>	Change fees as per above.  Fare difference waived if new travel is on/before 31 May 21. For travel from 01 Jun 21, fare difference apply.
<b>Refund</b>	No refund.  Open tickets are allowed.  Refund on fare difference is allowed.

**Rebooking for all bookings ticketed up to 11 Jun 2020, due to travel by 31 Aug 2021**

**For passengers with flights which are still scheduled to operate**

<b>Bookings from</b>	<b>Before 11 Jun 20</b>
<b>Bookings until</b>	<b>11 Jun 20</b>

<b>Original travel by</b>	31 Aug 21
<b>New travel by</b>	31 Dec 22
<b>Change fees</b>	Waived for 1 x change
<b>Fare difference</b>	Waived if travelling on/before 31 May 21.  For travel from 01 Jun 21: waived if within  £60 for Economy  £120 for Premium  £350 for Upper
<b>Change Origin or Destination</b>	Change fees as per above.  Fare difference waived if new travel is on/before 31 May 21. For travel from 01 Jun 21, fare difference apply.
<b>Refund</b>	No refund.  No refund on fare difference.

## Customers whose flights have been impacted by a significant schedule change

Applicable to customers whose flights have been impacted by

- A flight cancellation
- A change of three hours or more
- A change that causes a misconnection on a through ticket

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

<b>Bookings from</b>	Any
<b>Bookings until</b>	Any
<b>Original travel by</b>	31 Aug 21

<b>New travel must be completed by</b>	30 Apr 23
<b>Change fees</b>	Waived - unlimited date/flight changes 1 x name change (free of charge)
<b>Fare difference</b>	Waived if travelling on/before 31 May 21. For travel from 01 Jun 21, fare difference applies.
<b>Change of Origin or Destination</b>	Change fees are waived For travel from 01 Jun 21, fare difference apply.
<b>Refund</b>	Refund is allowed. Open tickets are allowed. Use value of original ticket towards a new ticket is allowed.

Update the SI field with the following information:

## 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 the same destination via a different departure airport. Subject to seats being available in the same cabin and departure dates are within the permitted rebooking period. TSP may be waived as per the above table, however any additional travel cost will be the responsibility of the customer
- Customers wishing to travel from/to an alternative destination on a VS/VS\* service may be subject to TSP but will 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

## Open Ticket

**Should your customers be unsure of their new travel dates they can rebook up to and including 30 April 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. Change fees and TSP as per rebooking policies above.
- Reissue the original ticket/s to the new PNR collecting all TSP where applicable
- 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, unless permitted by applicable table as per ticketed date

Update the SI field with the following information

**SI VS PER COVID19 GBPXXX SIT 05FEB2021**

Please reissue tickets to include

**SI VS PER COVID19 GBPXXX SIT 05FEB2021**

## Replacement passenger

Replacement customers are permitted per ticket within a PNR. Where replacement customer 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 05FEB2021**

**SI VS REFUND NEW TKN 932 XXXXXX**

## Refund policy

**Refunds permitted should one or more of the following apply**

### **A flight cancellation**

Update the SI field with the following information:

**SI REFUND PER COVID 19 SIT 05FEB2021**

**Customers impacted by an event beyond their control, such as national lockdown for tickets Issued**

**on or before 11th of March 2020**

Update the SI field with the following information:

**SI REFUND DUE NAT LOCKDOWN DDMMYY**

**Original Ticket Date - Tickets issued up to and including 11th March 2020**

Customers whose original ticket issue date was on or before 11th March 2020 can request a refund if they were unable to travel due to an event beyond their control such as a National Lockdown.

Customers are eligible for a refund if their flight was/is still operating during these UK national lockdown periods (inclusive):

- 17th March – 10th May 2020
- 5th Nov – 1st December 2020
- 4th Jan – 15th Feb 2021 (this date is subject to change)

Customers may also request a refund if a national lockdown was in place at their arrival destination

**Original ticket has been reissued**

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