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VSBulletin COVID Flexibility Policy - 6 May 2021

Last published on 6/5/2021

Flexibility Policy - Issued 6 May 18:15

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.

Changes vs Flexibility Policy Issued on 2 March 2021

Updated policy on flight cancellations and for when changing origin and destination

Updated policy on route suspension and flights significant schedule changes

Updated policy on Open Tickets/Travel Vouchers

Updated clarity on flexible booking policy for bookings on/before 11 Jun 20

Updated clarity on 'change fees' – travel date and flight changes only

Updated No-Show policy

Changes are highlighted

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. 'All travel' must include all outbound AND inbound travel

dates

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 nonchangeable,

and also includes unticketed

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

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

For bookings made on/before 11 Mar 20, refunds are allowed if customer is unable to travel due to

Rebooking for all bookings ticketed from 03 Mar 2021

For passengers with flights which are still scheduled to operate

Flights are still operating

Bookings from 03 Mar 21

Bookings until Until Further Notice

Original travel by 30 Apr 22

New travel must be

completed by

30 Apr 23

Change fees

Waived - unlimited date/flight

changes

1 x name change (free of charge)

Fare difference

Fare difference applies with no refund

if new fare is lower.

Change of Origin or

Destination

Change fees are waived.

Fare difference applies with no refund

if new fare is lower.

No refund.

No refund on fare difference.

Rebooking for all bookings ticketed from 06 Feb 2021 to 02 Mar 2021

For passengers with flights which are still scheduled to operate

Flights are still operating

Bookings from 06 Feb 21

Bookings until 02 Mar 21

Original travel by 30 Apr 22

New travel must be

completed by

30 Apr 23

Change fees

Waived - unlimited date/flight changes

1 x name change (free of charge)

Fare difference

Waived if all travel is completed by 31 May 21

For travel from 01 Jun 21, fare difference applies with no refund if new fare is lower.

Change of Origin or Destination

Change fees are waived.

Fare difference is waived if all travel is completed by 31 May 21.

For travel from 01 Jun 21, fare difference applies with no refund if

Rebooking for all bookings ticketed from 05 Dec 2020 to 5 Feb 2021

For passengers with flights which are still scheduled to operate

Bookings from 05 Dec 20

Bookings until 05 Feb 21

Original travel by 30 Apr 22

New travel by 30 Apr 23

Change fees

Waived for

2 x date or flight changes

1 x name change (free of charge)

Fare difference

Waived if all travel is completed by 31 May 21

For travel between:

01 Jun 21 until 31 Dec 22:

Fare difference is waived if within

£60 for Economy

£120 for Premium

£350 for Upper

For travel from 01 Jan 2023 and completed by 30 Apr 23:

Fare difference applies

Change Origin or Destination

Change fees as per above.

Fare difference is waived if all travel is completed by 31 May 21.

For travel from 01 Jun 21, fare difference apply.

No refund.

No refund on fare difference.

Rebooking for all bookings ticketed from 12 Jun 2020 to 4 Dec 2020

For passengers with flights which are still scheduled to operate

Bookings from 12 Jun 20

Bookings until 04 Dec 20

Original travel by 30 Apr 22

New travel by 30 Apr 23

Change fees

Waived for

2 x date or flight changes

1 x name change (free of charge)

Fare difference

Waived if all travel is completed

by 31 May 21

For travel between:

01 Jun 21 until 31 Dec 22:

Fare difference is waived if within

£60 for Economy

£120 for Premium

£350 for Upper

For travel from 01 Jan 2023 and completed

by 30 Apr 23:

Fare difference applies

Change Origin or Destination

Change fees as per above.

Fare difference is waived if all travel is

completed by 31 May 21. For travel from

01 Jun 21, fare difference apply.

No refund.

Rebooking for all bookings ticketed up to 11 Jun 2020

For passengers with flights which are still scheduled to operate

Bookings from Before 11 Jun 20

Bookings until 11 Jun 20

Original travel by 30 Apr 22

New travel by 30 Apr 23

Change fees

Waived for

1 x date or flight change

1 x name change (free of charge)

Fare difference

Waived if all travel is completed

by 31 May 21

For travel between:

01 Jun 21 until 31 Dec 22:

Fare difference is waived if within

£60 for Economy

£120 for Premium

£350 for Upper

For travel from 01 Jan 2023 and completed
by 30 Apr 23:

Fare difference applies

Change Origin or Destination

Change fees as per above.

Fare difference is waived if all travel is
completed by 31 May 21. For travel from
01 Jun 21, fare difference apply.

Refund

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

Rebook using the same booking class in the same cabin. If the same booking class is
not available,

please book into lowest available booking class in the same cabin

Route suspension: re-route onto other VS/VS* services in the same booking class or in
the same

cabin if the same booking class is not available. Changes fees and fare difference
charges are
waived

No refund if customer accepts rebooking option or Open Ticket, see 'Open Tickets'
below

For all other additional standard schedule changes including time changes under three
hours, please refer

to our schedule change policy [Click Here](#)

Bookings from Any

Bookings until Until Further Notice

Original travel by Until Further Notice

New travel must be completed

by

30 Apr 23

Change fees

Waived - unlimited date/flight changes

1 x name change (free of charge)

Fare difference

Waived – rebook onto any available

VS/VS* flights in the same cabin

Change of Origin or

Destination

Change fees are waived.

Fare difference applies.

Refund allowed on residual value.

Refund

Refund is allowed.

Open tickets are allowed.

Use value of original ticket towards a new ticket is allowed.

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.

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, 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 change fee will be charged, however TSP may apply,

please refer to the applicable table as per ticketed date

Open Ticket

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

30 April 2023.

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 with the customer name, flight number and original date of

travel, however we cannot guarantee that the original ticket number can be retrieved.

Ensure all Open Ticket T&C's have been explained and accepted by the customer

Open Ticket T&Cs:

Your customers Open Ticket value can be used as a credit towards their future travel until 30 April

2023. All flights booked using your customers Open Ticket must be completed by 30 April 2023.

Customers opting for 'Open Ticket' are accepting a credit for future travel which will waive all

previous T&Cs of the original ticket. This will result in the whole value of the 'Open Ticket' being

non-refundable.

If your customer has opted to receive an Open Ticket following a cancelled flight, and they don't

use the whole value of the Open Ticket when making a new booking, they are entitled to a cash

refund of the residual value.

If your customer has opted for an Open Ticket for any other reason, the residual value will be non-refundable.

If the new TSP is greater than the Open Ticket value, the difference in TSP must be paid.

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

Update the SI field with the following information:

SI CHANGES PER COVID19 06MAY21

Please reissue tickets to include

CHANGES PER COVID19 06MAY21

Or if TSP waived -

Update the SI field with the following information

Replacement passenger

Replacement customers are permitted per ticket within a PNR. When the customers provide the new name

follow the steps below.

Any corrections made outside of the policy will be subject to ADM as part of the audit process.

For VS/VS* Itineraries

Replace original customer name with the new customer details within your original PNR

Reissue ticket using original fare in the new customer name

Update the SI field with the following information

SI VS REPLACEMENT PAX DUE TO COVID19 06MAY21

For itineraries with other airlines included

Create a new PNR for the replacement customer using a fare valid at time of creation

Refund original ticket which will be credited to original form of payment

Update the SI field with the following information

No Shows

We would encourage customers to rebook prior to the original travel date, If your customers do not show

up for their flight you may rebook, change fees will be waived, however fare difference will apply.

Refunds will not be permitted.

General Guidelines

No-Show

No Refund unless fare rules allow

No Changes unless fare rules allow

Unless customers are affected by 'events beyond control' see below

Definition of 'events beyond your control'

Refund policy

Refunds permitted should one of the following apply

1. A flight cancellation

Update the SI field with the following information:

SI REFUND PER COVID 19 SIT 06MAY2021

2. Customers impacted by an event beyond their control, for bookings made on or before 11th of

March 2020

Update the SI field with the following information:

SI REFUND DUE NAT LOCKDOWN DDMMYY

Definition of 'events beyond your control'

National or local lockdowns

Positive COVID-19 tests and instructed to self-isolate by the NHS or local health authorities

Unable to board return flight due to requiring to quarantine at destination

Governmental restrictions and requirements (travel ban and/or cancellation of a travel visa).

Customers who booked on/before 11 Mar 20 for travel up to 16 May 21 should be allowed a refund if

impacted by governmental travel restrictions. Current UK government restrictions on international travel

will be reviewed on 12 Apr 21.

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 – 16th May 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 Booked Date - Bookings made up to and including 11th March 2020

Customers whose original booking 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, see above.