

VSbulletin - GDS Refunds

We need to let you know that from 1st May 2021, Virgin Atlantic will be charging a GBP30.00 fee for any Refund Applications raised that can be processed through your GDS. Virgin Atlantic will charge a GBP30.00 administration fee, which will be applied per ticket and will be deducted from the final refund amount.

Refunds can be processed through your GDS if the following criteria is met:

- Ticket is un-used
- Ticket is partially un-used
- Cancellation of a reservation and refund of an original issued ticket before midnight the day after ticketing
- If a full refund is due - for death of the passenger or qualifying relative and adheres to the fare conditions
- Authorisation has been given by VS Account Manager or Sales Support
- If there is a full refund due to a Virgin Atlantic schedule change as per the Global Schedule Change policy, or authorisation has been given by VS Sales.

Further to our previous communication on the reactivation of automated refunds through the GDS, we wanted to provide you more flexibility to manage your refunds.

You will be able to delete any previous refund application (RA) via BSP and process the refund in your GDS. Our team will no longer process the rejections which will offer you more control to be able to manage your refunds.

We understand you might have some questions, so we've answered a few of them below.

I've already received a rejection via the BSP link. What should I do now?

You can process through the GDS as you normally would, for specific entries or formats, please

refer to you GDS Helpdesk.

I've processed a refund through the GDS but forgot to delete the request in BSP. What happens now?

You don't need to do anything; we'll reject the refund application so that it isn't duplicated.

What happens if I process a refund incorrectly, or the refund is duplicated?

We will raise an ADM to correct the refund and recover the excess payment if necessary. Admin fees may apply.