

VAA Global Commercial Policy

Bulletin Name Flexibility for customers due to Coronavirus situation
 Bulletin Number 20210415-01 (this bulletin replaces Bulletin Number: 20210302-01)
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This policy is for customers with VAA bookings (VAA PNR or VS 932 tickets) whose travel plans have been impacted by the Covid-19 situation.

What's new?

- **Updated** policy on flight cancellations and for when changing origin and destination
- **Updated** policy on route suspension and flights significant schedule changes, see Page 5
- **Updated** policy on Open Tickets/Travel Vouchers, see Page 5
- **Updated** policy on award bookings when impacted by flight cancellation, see Page 5
- **Updated** clarity on flexible booking policy for bookings on/before 11 Jun 20, see Page 2
- **Updated** clarity on 'change fees' – travel date and flight changes only, see Page 2
- **Updated** No-Show policy, see Page 3

General Guidance

- This policy is to allow customers more flexibility in addition to original fares rules
- Fare difference must include all taxes/charges
- 'All travel' must include all outbound AND inbound travel dates
- Customers and travel agents are advised to inform VAA of booking changes at least 21 days before their original travel date
- For bookings made on/before 11 Mar 20, refunds are allowed if customer is unable to travel due to an 'event beyond their control' e.g. national lockdowns (see Page 4 for details)
- Booking cancellations, refunds and downgrades are subject to the original fare rules, unless permitted by this policy – whichever is the most flexible

New Commercial Policy for Covid-19

	1. If your flights are still operating	2. If your flights are cancelled
Bookings from	03 Mar 21	Any
Bookings until	Until further notice	Until further notice
Original travel by	30 Apr 22	Until further notice
New travel must be completed by	30 Apr 23	30 Apr 23
Change fees	Waived – unlimited date and flight changes 1 x name change (free of charge)	Waived – unlimited date and flight changes 1 x name change (free of charge)
Fare difference	Fare difference applies with no refund if new fare is lower.	Waived – rebook onto any available VS/VS* flights in the same cabin
Change of Origin or Destination	Change fees are waived. Fare difference applies with no refund if new fare is lower.	Change fees are waived. Fare difference applies. Refund allowed on residual value.
Refund	No refund. No refund on fare difference. Open tickets/Travel Vouchers are allowed. No refund on residual value of open tickets/Travel Vouchers.	Refunds are allowed. Open tickets/Travel Vouchers are allowed. Use value of original ticket towards a new ticket is allowed.

Previous Commercial Policies where flights are still operating

1. If your flights are still operating				
Bookings from	Before 11 Jun 20	12 Jun 20	05 Dec 20	06 Feb 21
Bookings until	11 Jun 20	04 Dec 20	05 Feb 21	02 Mar 21
Original travel by	30 Apr 22			
All travel must be completed by	30 Apr 23			
Change fees	Waived for 1 x date or flight change 1 x name change (free of charge)	Waived for 2 x date or flight changes 1 x name change (free of charge)	Waived for 2 x date or flight changes 1 x name change (free of charge)	Waived - unlimited date/flight changes 1 x name change (free of charge)
Fare difference	<p>Waived if all travel is completed by 31 May 21.</p> <p>For travel from 01 Jun 21 and completed by 31 Dec 22: Fare difference is waived if within £60 for Economy £120 for Premium £350 for Upper</p> <p>For travel from 01 Jan 23 and completed by 30 Apr 23: Fare difference applies</p>			<p>Waived if all travel is completed by 31 May 21.</p> <p>For travel from 01 Jun 21, fare difference applies with no refund if new fare is lower.</p>
Change Origin or Destination	<p>Change fees as per above.</p> <p>Fare difference is waived if all travel is completed by 31 May 21.</p> <p>Fare difference apply for travel from 01 Jun 21.</p>			<p>Change fees are waived.</p> <p>Fare difference is waived if all travel is completed by 31 May 21.</p> <p>For travel from 01 Jun 21, fare difference applies with no refund if new fare is lower.</p>
Refund	<p>No refund. No refund on fare difference.</p> <p style="color: red; text-align: center;">Open tickets/Travel Vouchers are allowed. No refund on residual value of open tickets.</p> <p style="color: red; text-align: center;">For bookings on/before 11 Mar 20, see Page 4 for 'events beyond control.'</p>	<p>No refund.</p> <p>Open tickets/Travel Vouchers are allowed.</p> <p>Refund on fare difference is allowed.</p>	<p>No refund. No refund on fare difference.</p> <p>Open tickets/Travel Vouchers are allowed.</p> <p>No refund on residual value of open tickets/Travel Vouchers.</p>	<p>No refund. No refund on fare difference.</p> <p>Open tickets/Travel Vouchers are allowed.</p> <p>No refund on residual value of open tickets/Travel Vouchers.</p>

1. If your flights are still operating – more information

- Itineraries must be rebooked on VS/VS* tickets
- Tickets must be reissued before departure
- Customers must advise of changes to their travel plans before their original travel date, or no-show policy will apply
- Rebook in 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
- For bookings made on/before 11 Mar 20, refunds are allowed if customer is unable to travel due to 'events beyond their control' e.g. national lockdowns (see below for definition of 'events beyond your control')
- OSI comment needs to be added to PNR for trade bookings (as advised through trade comms)

General Guidelines	Is it allowed? Yes/No	Notes
Travel on earlier date than ticketed	Yes	Travel is permitted on an earlier date, with no fees, if the date is within the guidelines of this bulletin
No-Show		Non-refundable and non-changeable unless fare rules allows changes and/or affected by legitimate change in circumstance (including 'events beyond control'), please contact Virgin Atlantic or your travel agent to discuss your options.
Waive minimum/maximum stays	Yes	Travel as per new booking dates
Change origin or destination	Yes	Change fees are waived. Fare difference applies. VAA is not responsible for airport/ground transfer costs.
Refund	No	Refunds are allowed if flights are cancelled – see 'If your flights are cancelled' in this policy
Rebooking Carrier Priority		VS/VS*
Rebooking to different cabin	No	Same cabin only
Cabin upgrades	Yes	Fare difference applies
Changes on Award bookings made from 03 Mar 21 (Virgin Atlantic flights)	Yes	<ul style="list-style-type: none"> • Changes are allowed AND must be in the same cabin • Upgrades are allowed subject to additional award points and/or costs • Applicable for original travel up to 30 Apr 22 • Changes are strictly subject to award availability • All travel must be completed by 30 Apr 23 AND subject to blackout dates

		<ul style="list-style-type: none"> No re-protection options via another carrier
PNR Documentation	Yes	SI CHANGES PER CORONAVIRUS SIT CHG FEE DDMMYY
Refund on bookings made on/before 11 Mar 20 impacted by 'events beyond your control' e.g. national lockdowns (see below for more details)	Yes	SI REFUND DUE NAT LOCKDOWN DDMMYY
<p>Definition of 'events beyond your control' Other situations may be covered by 'events beyond your control'. Please contact Virgin Atlantic or your travel agency.</p>		<ul style="list-style-type: none"> 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 will be able to request a refund if impacted by governmental travel restrictions. Current UK government restrictions on international travel will be reviewed on 12 Apr 21.

2. If your flights are cancelled – more information

- Applies to customers who have been impacted by flight cancellations and/or significant schedule changes (flight departure time change >3 hours and/or mis-connects due to schedule changes)
- 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/Travel Voucher offered by VAA, see 'Open Tickets/Travel Vouchers' below**
- OSI comment needs to be added to PNR for trade bookings (as advised through trade comms)

General Guidelines	Is it allowed? Yes/No	Notes
Travel on earlier date than ticketed	Yes	Travel is permitted on an earlier date, with no fees, if the date is within the guidelines of this bulletin.
Waive minimum/maximum stay	Yes	Travel as per new booking dates
Open tickets/Travel Vouchers	Yes	Customers must opt in for Travel Vouchers proactively. Refund on residual value is allowed if new fare is lower. Please contact Virgin Atlantic or your travel agency to discuss your options.
Change Origin or Destination	Yes	Change fees are waived. Fare difference applies. VAA is not responsible for airport/ground transfer costs.
Significant Schedule Change	Yes	Applies if flight departure time changed by >3hrs; or flight departure time change resulting in flight/cruise mis-connects. Rebook on the next available VS flight in the same cabin on the same point of origin and destination. Change fees are waived. Fare difference are waived.
Refund	Yes	Applies if flight was cancelled; or flight departure time changed by >3hrs; or flight departure time changed resulting in flight/cruise mis-connects.
Rebooking Carrier Priority		VS/VS*
Rebooking to different cabin	No	Same cabin only
Cabin upgrades	Yes	Fare difference applies
Award bookings (Virgin Atlantic flights)		Refunds are allowed if the flight was cancelled.

		Otherwise, rebook on the next available VS flight in the same cabin on the same point of origin and destination. Change fees are waived. Fare difference are waived.
PNR Documentation	Yes	REFUND AS PER CORONAVIRUS SIT DDMMYY
Voluntary Alternate Rebooking	Yes	Rebooking and repricing to an alternate station is allowed but is a manual process