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VSBulletin COVID Flexibility Policy - 6 May 2021

Last published on 15/6/2021

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 non-changeable, 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 an 'event beyond their control' e.g. national lockdowns (see Refunds section for details)

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 new fare is lower.

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

For passengers with flights which are still scheduled to operate

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
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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
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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.
	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
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- 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.

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 [@fly.virgin.com](mailto: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.

- **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 have 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.

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- 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 waive -

Update the SI field with the following information

SI VS PER COVID19 GBPXXX SIT 06MAY21

Please reissue tickets to include endorsement:

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

SI VS REPLACEMENT PAX DUE TO COVID19 06MAY21

No Shows

General Guidelines

No Refund unless fare rules allow

No Changes unless fare rules allow

No-Show

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 should be allowed a refund if impacted by governmental travel restrictions.

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 – 19th July 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.

Original ticket has been reissued

If you have any questions about this, please contact Sales Support on [@fly.virgin.com](https://twitter.com/fly.virgin.com)

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

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