

COVID-19 Flexibility for customers – 22 Dec 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.

Our flexible booking policy gives customers the freedom to book with confidence, knowing they can make changes if they need to. We have updated our policy for flights booked after 23 December 2021 which will allow our mutual customers to change travel dates up to 31 December 2023.

Key changes versus Flexibility Policy issued on 6 May 2021

- Original travel by 31 Dec 2022
- New travel must be completed by 31 Dec 2023
- If flights are cancelled travel must be completed by 31 Dec 2023

You can take a look at the full Flexibility Policy and all previous Flexibility Policies [here](#)

Our partner Delta Air Lines is also offering expanded flexibility and extended ticket validity through December 31, 2022. Visit Delta's [Waivers & Flexibility](#) pages on Delta Professional for more information.

Sales Support Call Volumes

The latest Government Covid-19 update has had a significant impact on our call volumes so we just wanted to advise there are longer than usual wait times to get through on our Sales Support phone lines.

Where possible we would kindly request that you contact us using our **Get in touch** form and the team will continue to work hard to respond to your queries within 72 hours between Monday and Friday. As always we are 100% committed to supporting you and your customers, so please bear with us at this busy time.

Our Customer Centre are busy helping customers who have booked directly with Virgin Atlantic, and this means they are unable to respond to queries from our agency partners or our mutual customers.