

COVID-19 Flexibility for customers – 31 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, which will allow our mutual customers to change travel dates for any existing or future bookings up to 31 December 2023.

Key changes versus Flexibility Policy issued on 21 Dec 2021

- Updated policy to allow for all travel to be completed by 31 Dec 2023 for all existing and future bookings

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.

Extension of Ticketing Time Limits

Effective immediately, our TTL of 14 days prior to departure is applicable for all existing and new bookings where **travel is completed on or before 31 January 2022** with tickets being issued on 932 ticket stock.

This was previously up to 31 December 2021.

Fares that are applicable to the 14 days prior to departure TTL - IT31, IT34, IP32, IP35, IP3, IP38. All other ticketing rules should be referred to for all other fare types.

Please ensure that any unwanted sectors are cancelled from bookings as soon as possible.

We are aware of an ongoing technical limitation which results in an SSR being generated advising 30 day before departure TTL. This is an error. This revised 14 day policy stands, please follow the fare rules.

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.