

## Adverse Weather - USA - 14 Jan 2022

Dear Valued Partner,

We need to let you know that due to the South East and North East Coast winter weather, we are offering customers travelling to, through or from select destinations from 16 – 17 Jan, options to rebook to a later date or re-route via another gateway if travelling onward.

View the full policy [here](#).

We will continue to keep our website up to date with all the latest updates to schedule and travel restrictions.

Please check [here](#) regularly for updates and [here](#) for specific flight status.

**Please ensure the latest traveller contact information is available within the booking, so the latest instructions reach the traveller via SMS and email.**

### **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.

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