# Virgin Atlantic Covid Flexibility Policy

Issued 15 February 2022

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 30 Dec 2021

- Updated policy to cover travel up to 31 Aug 2022 for bookings from 16 Feb 2022 until further notice

- Clarified policy on rebooking options for flight cancellations

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**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 require

This policy applies to all VS/VS* bookings, including unticketed, regardless of ticket type and includes fares that are usually non-changeable

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

Ask me

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)

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Rebooking for all bookings created from 16 Feb 2022                                        ⌄

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This policy applies to all VS/VS* bookings, including unticketed, regardless of ticket type and includes fares that are usually non-changeable

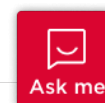| Flights are still operating |
| --- |
| Bookings from |
| 16 Feb 2022 |
| Bookings until |
| Until further notice |
| Original travel by |
| 31 Aug 2022 |
| New travel must be completed by |
| 31 Dec 2023 |
| Change fees |
| Waived - unlimited date/flight changes |

Ask me

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

Refund

No refund.
No refund on fare difference.
Open tickets are allowed.
No refund on residual value of open tickets.

Update the SI field with the following information:

SI CHANGES PER COVID19 16FEB22

Please reissue tickets to include endorsement:

 CHANGES PER COVID19 16FEB22

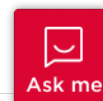Tickets must be re-issued on / before revised travel date

## Rebooking for all bookings created before 15 Feb 2022

This policy applies to all VS/VS* bookings, including unticketed, regardless of ticket type and includes fares that are usually non-changeable

### Flights are still operating

Bookings from

Ask me

Before 11 Jun 2020

| | |
|---|---|
| | 12 Jun 2020 |
| | 05 Dec 2020 |
| | 06 Feb 2021 |
| | 03 Mar 2021 |
| Bookings until | |
| | 11 Jun 2020 |
| | 04 Dec 2020 |
| | 05 Feb 2021 |
| | 02 Mar 2021 |
| | 15 Feb 2022 |
| Original travel by | |
| | 31 Dec 2022 |
| All travel must be completed by | |
| | 31 Dec 2023 |
| Change fees | |
| | Waived for: 1 x date or flight change 1 x name change (free of charge) |
| | Waived for: 2 x date or flight change 1 x name change (free of charge) |

Ask me
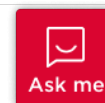
Waived for:
2 x date/flight changes
1 x name change (free of charge)

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Waived - unlimited date/flight changes

1 x name change (free of charge)

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Fare difference

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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

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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.

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Fare difference applies with no refund if new fare is lower

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Change of origin or destination

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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.

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Change fees are waived.

Fare difference is waived if all travel is completed by 31 May 21.

Ask me

Change fees are waived

Fare difference charges apply with no refund if new fare is lower

| Refund | |
|---|---|

No refund.
No refund on fare difference.

Open tickets are allowed.

No refund on residual value of open tickets.

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No refund

Open tickets are allowed

Refund on fare difference is allowed

---

No refund.

No refund on fare difference.

Open tickets are allowed.

No refund on residual value of open tickets.

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No refund.

No refund on fare difference.

Open tickets are allowed.

No refund on residual value of open tickets.

| SI Field Update | |
|---|---|

SI CHANGES PER COVID19 16FEB22
or if TSP waive:
SI VS PER COVID19 GBPXXX SIT 16FEB22

Ask me

## CHANGES PER COVID19 16FEB22

**Customers flight has been impacted by a significant schedule change** ⌄

Applicable to customers whose flights have been impacted by:

- A flight cancellation

- A change of 3 hours or more

- A change that causes a misconnection on a through ticket

Rebook using the same booking class, in the same cabin, with the same origin and destination. 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 and on the same flight dates. If the same booking class is not available, please rebook into the lowest available booking class in the same cabin. Change fees and fare difference charges are waived

No refund if customer accepts rebooking option or Open Ticket, see 'Open Tickets' below

For customers impacted by a VS flight cancellation, where VS/VS* is not available as a reprotection option, please refer to our other airline class mapping

For all other additional standard schedule changes including time changes under three hours, please refer to our schedule change policy

| Bookings from |
| --- |
| Any |
| Bookings until |
| Until further notice |
| Original travel by |
| Until further notice |

Ask me

New travel must be completed by

31 Dec 2023

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 with no refund if new fare is lower

Refund

Refund is allowed.
Open tickets are allowed.
Use value of original ticket towards a new ticket is allowed.

Update the SI field with the following information:

SI CHANGES PER COVID19 30DEC21

Please reissue tickets to include endorsement:

 CHANGES PER COVID19 30DEC21

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.

Ask me

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

For details of re-routing onto AF, KL or DL please check our class mapping information

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### Open Ticket  ⌄

Should your customers be unsure of their new travel dates they can rebook up to and including 31 Dec 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 **get in touch** 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 31 Dec 2023.  All flights booked using your customers Open Ticket must completed by 31 Dec 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.
- 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
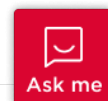
Update the SI field with the following information:

SI CHANGES PER COVID19 30DEC21

Please reissue tickets to include endorsement:

 CHANGES PER COVID19 30DEC21

Tickets must be issued on/before revised travel date.

Ask me

### 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

SI VS REFUND NEW TKN 932 XXXXXX

New ticket must be issued, and original ticket refunded on/before revised travel date.

## No Shows

General Guidelines

No Refund unless fare rules allow

No Changes unless fare rules allow

Unless customers are affected by 'events beyond control' (see below)

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

Ask me

## 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 <u>event beyond their control,</u> 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

Customers booked on or before 11th March 2020 that have since changed their travel plans, resulting in a new ticket issue date, will still be entitled to a refund

Refunds must be processed via GDS please refer to our refunds policy click <u>here</u>

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Bookings made by credit card or debit card no longer incur a fee.

Ask me