

Subject: VSbulletin - Virgin Atlantic Covid-19 Flexibility Policy Update - 1 June 2022 (corrected link)

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We want to give you a 'heads up' regarding our Covid-19 Flexibility Policy.

From the start of the pandemic we quickly adjusted our flight policy to provide as much flexibility as possible for our customers, including unlimited fee-free changes, recognising that Covid-19 created uncertainty for international travel. The removal of all remaining UK travel restrictions in March 2022 and easing of requirements in most of our destinations means travel is much easier once again.

With these barriers to travel removed, we believe the time is right to ease the Covid-19 flexible booking policy on all new bookings from 24 June 2022, and we're providing advance notice of the change to support customers' plans. We continue to help our customers book with confidence, with the ability to change plans if a customer tests positive for Covid-19 and previous flexible booking policies applicable based on the date of booking, but it's also important that customers have adequate travel insurance. Our Flex fares offer added choice and we've extended the ability to pay for a change for any reason to Economy Light customers, ensuring that this summer and beyond, customers can pick the option that best suits them.

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