

UK Border Force Industrial Action

We need to let you know that due to UK Border Force staff in The Public and Commercial Services Union staging industrial action between **23-26 and 28-31 December**, we are offering customers travelling on these dates options to rebook to an earlier or later date.

General Guidance for this Policy



This policy is to allow customers more flexibility in addition to original fare rules.

Fare difference must include all taxes/charges.

Booking cancellations, refunds and downgrades are subject to the original fare rules, unless permitted by this policy - whichever is the most flexible.

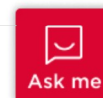
Itinieraries must be rebooked on VS/VS* tickets.

Customers must advise of changes to their travel plans before their original travel date, or no show policy will apply.

Rebook in the the same booking class in the same cabin. If the same booking class is not available, please check fare rules for applicable booking classes in the same cabin.

Fare difference charges apply for all travel rebookings outside of travel dates covered.

Customers due to travel to London Heathrow or Manchester on strike dates



**Affected Cities
(To/From/Through)**

London Heathrow (LHR)
Manchester (MAN)

Bookings from

Any

Bookings Until

31 Dec 2022

Original travel date(s)

23 - 26 Dec 2022 & 28 - 31 Dec 2022

New travel must be completed by

14 Jan 2023

Change fees

Waived - for date/flight changes

Fare difference

Waived - must be the same point of origin/destination and cabin as originally booked

Change of origin or destination

Change fees are waived
Fare difference applies with no refund if new fare is lower



No refund, unless fare rules allow
No refund on fare difference, unless fare rules allow

Update the SI field with the following information:

SI CHANGES PER UK BORDER STRIKE 14DEC22

Please reissue tickets to include endorsement:

DATE CHANGE PER UK BORDER FORCE STRIKE 14DEC22

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

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

