



VIRGIN ATLANTIC | COVID-19 ALL OF THE LATEST NEWS UPDATE 3

Dear Agent,

Virgin Atlantic is operating a significantly reduced schedule due to the rapidly accelerating Covid-19 crisis. The safety and wellbeing of our customers and people is always our top priority and we continue to follow the advice of the UK Government and international health organisations.

The Foreign & Commonwealth Office (FCO) are advising British people travelling abroad to return to the UK now.

Because of increasing travel restrictions, we are only operating scheduled flights between London Heathrow and New York-JFK (daily), Los Angeles (daily) and Hong Kong (every other day).

As part of measures put in place to minimise the business impact of Covid-19, and to provide as much certainty to customers as possible during this dynamic and fast-moving situation, we are temporarily removing certain routes and frequencies from sale during April, and releasing seats on a rolling basis as we finalise schedules.

If your customers flight has been cancelled and they can't get home, it's really important that they let us know through our [Away from home form](#)

By completing this form, our team will know where they are and can organise options to get them home. Depending on the restrictions in the country they are in, we may need to arrange a flight for them with an alternative carrier or provide a charter flight. Having their contact details allows us to keep in regular contact with them via email and SMS messaging.

It is also recommended that customers register with the local Embassy or Authority.

As a reminder, IATA accredited Travel Agents are required to follow IATA standards for Flight Disruption which includes asking each passenger whether they wish to have their contact details provided to Virgin Atlantic, and other airlines in the itinerary, so that we are able to contact them in the event of flight disruption. Customers who choose not to provide their contact details may not receive information relating to flight disruption.

[VSbulletin 100 – IATA Standards for Flight Disruption](#)

Our travel policies

Please use the applicable [VSbulletin](#) to rebook customers who need to change their travel plans.

Customers with upcoming travel plans can book and rebook with confidence as we will waive the change fee for flight changes for tickets issued in March, April or May. Customers that have a ticket originally issued on or after 12 March 2020 and on or before 31 May 2020, for original dates of travel up to and including 31 December 2020 may rebook up to 30 April 2021.

[VSbulletin – COVID-19 Book and rebook with confidence: Flexibility for customers booking during March, April and May 2020 UPDATE 3](#)

Customers with tickets originally issued on or before 19 March 2020 for original dates of travel up to and including 31 May 2020 may rebook with no change fee to 30 June 2020 with no fare difference or 30 April 2021 with fare difference.

[VSbulletin Covid19 - Flexibility for customers with tickets issued on or before 19 March 2020 UPDATE 4](#)

As a result of the Government restrictions in place, we have taken the decision to temporarily suspend our services between London Heathrow and Tel Aviv. We are offering customers booked to travel on or after 10 March 2020, options to rebook extended to 13 April 2020.

[VSbulletin COVID19 - Suspension of our Tel Aviv service UPDATE 2](#)

Virgin Atlantic's new London Heathrow - São Paulo service, due to commence on 29 March 2020, has been deferred, with services now beginning from 5 October 2020. We are offering customers on VS tickets issued by 5 March 2020 options to rebook.

[VSbulletin COVID-19 - Sao Paulo new launch date](#)

We've taken the decision to temporarily close or reduce services in a number of our Clubhouses, Heathrow Revivals and our Heathrow Upper Class Wing.

You can keep up-to-date with information on the changes [here](#) but key updates are below:

London Heathrow	We've temporarily closed our Upper Class Wing and our Heathrow Clubhouse; eligible customers travelling with us from Heathrow will be able to pick up vouchers for food and drinks at check in. Our Revivals arrival lounge is also temporarily closed.
Los Angeles	We've temporarily closed our LA Clubhouse; eligible customers travelling with us through LA will be able to access our partner Delta's Sky Club and will also be able to pick up vouchers for food and drinks at the airport.
New York-JFK	We've temporarily closed our JFK Clubhouse; eligible customers travelling with us through JFK will be able to access our partner Delta's Sky Club in Terminal 4.

To give our Flying Club members peace of mind, we're extending the validity of any current companion, upgrade and Clubhouse vouchers by 6 months, so they don't have to worry about them running out.

There's no need for them to do anything – these changes have been applied to their account automatically and existing vouchers will be accepted by our teams. Members can find out more [here](#)

We would like to say a special thank you for your support throughout this challenging time.

If you have any questions about this, please contact Sales Support at sales.support@fly.virgin.com

For all other VSbulletin information, please visit <https://www.vsflyinghub.com/en/vsbulletin>

For DL ticketed customers please contact UK Delta Sales Support on 0800 783 0747 or Email SalesSupport.uk@delta.com

For Delta's up to date information please visit Delta Pro: <https://pro.delta.com/content/agency/gb/en/home.html>

Best regards,
The Management