



VIRGIN ATLANTIC | COVID-19 FLEXIBILITY FOR CUSTOMERS UPDATE 3 CLARIFICATION

Further to our previous VSbulletin, we'd like to clarify that this latest policy does permit refunds for customers impacted by active government travel restrictions and/or where there is no option to rebook.

This policy is available to customers that have a ticket originally issued on or before 19 March 2020 for original dates of travel up to and including 31 May 2020 and between on or after 12 March 2020 and on or before 31 March 2020 for original dates of travel up to 30 November 2020 and includes tickets that are usually non-changeable.

Ticket Issued Date	Original Travel Date	Affected Destination	Permitted Travel Period
On or before 19 March 2020	1 March 2020 – 31 May 2020	VS issued tickets from/to/through all destinations when travelling on a VS/VS* flight number	<p>Where rebooked travel finishes by 30 June 2020, no change fee or fare difference will be charged</p> <p>Where rebooked travel occurs on or after 1 July 2020 and before 30 April 2021, no change fee will be charged but fare difference will apply</p>
Between on or after 12 March 2020 and on or before 31 March 2020	12 March 2020 – 30 November 2020	VS issued tickets from/to/through all destinations when travelling on a VS/VS* flight number	Travel can be rebooked 13 March 2020 – 30 April 2021

Read the full details here:

[VSbulletin Flexibility for customers booked on or before 19 March 2020](#)

[VSbulletin Flexibility for customers with tickets issued 12 - 31 March 2020](#)

Best regards,
The Management