



**VIRGIN ATLANTIC | BOOK AND REBOOK WITH CONFIDENCE: FLEXIBILITY FOR CUSTOMERS WITH TICKETS ISSUED 12 MARCH – 31 MAY 2020**

Dear Agents,

To provide greater flexibility for customers with upcoming travel plans, Virgin Atlantic has extended their policy to waive the change fee for flight changes for tickets issued in March, April or May.

The relaxation of commercial policy is available to 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.

Ticket Issued Date	Original Travel Date	Affected Destination	Permitted Travel Period
On or after 12 March 2020 and on or before 31 May 2020	12 March 2020 – 31 December 2020	VS issued tickets from/to/through all destinations when travelling on a VS/VS* flight number	Travel can be rebooked 13 March 2020 – 31 May 2022

Valid for customers with VS (932) tickets issued on or after 12 March 2020 and on or before 31 May 2020 for original dates of travel up to 31 December 2020 and includes tickets that are usually non-changeable.

Customers may make one free of charge change only but must include a change to the date. Changes to the destination on the original travel date are not permitted.

Read the full <https://www.vsflyinghub.com/en/vsbulletin/vsbulletin---covid-19-book-and-rebook-with-confidence-flexibility-for-customers-booking-during-march-april-and-may-2020-update-4>

Best regards,  
The Management