

Virgin Atlantic

COVID-19 Flexibility for customers

To provide greater flexibility for customers with upcoming travel plans, Virgin Atlantic has introduced new policies to waive the change fee for flight changes for certain tickets.

The relaxation of commercial policy is available to customers that have a ticket originally issued prior to 4 March 2020 for travel up to and including 30 April 2020 and ticket originally issued between 4 March 2020 and 31 March 2020, for travel up to and including 30 September 2020.

The policy applies to all routes in Virgin Atlantic's international network, including services from London Heathrow, London Gatwick, Manchester, Glasgow and Belfast airports, and tickets booked on Virgin Atlantic codeshare flights on Transatlantic routes with its expanded joint venture partners; Delta, Air France and KLM.

Ticket Issued Date	Original Travel Date	Affected Destination	Permitted Travel Period
Prior to 4 March 2020	1 March 2020 – 30 April 2020	VS issued tickets from/to/through all destinations when travelling on a VS/VS* flight number	Travel can be rebooked 9 March 2020 – 30 September 2020
Between 4 March 2020 – 31 March 2020	4 March 2020 – 30 September 2020	VS issued tickets from/to/through all destinations when travelling on a VS/VS* flight number	Travel can be rebooked 9 March 2020 – 30 September 2020

Read the full details of VSbulletin Flexibility for customers booked prior to 4 March 2020.

For full details on bookings made after March 4, please see latest Bulletins by [clicking here](#).