

COVID-19 Flexibility for customers UPDATE 1

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.

This policy is available to customers that have a ticket originally issued **on or before 11 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 11 March 2020	1 March 2020 – 31 May 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 December 2020
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 – 31 December 2020

Read the full details here:

[VSbulletin Flexibility for customers booked on or before 11 March 2020](#)

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