

# COVID-19 Travel Policies and Schedule

## Refunds

We understand the difficulty that the Covid-19 situation may pose to our customers. We treat every customer's travel plans on a case by case basis and will always try to help if we can, whilst following the booking conditions that apply to their ticket.

For any new refund requests please refer to our [Schedule Change policy](#) which includes:

- You can refund a non-refundable ticket(s) when there has been a Virgin Atlantic schedule change of three or more hours or the flight is cancelled.

For any refunds due to cancelled flights: **OSI VS INVOL SCHEDULE CHANGE VS XXX /DATE' 'OSI VS FULL REFUND**