

## COVID-19 All of the latest news on our travel policies and schedule UPDATE 2

Following the rapid acceleration of Covid-19 and extensive travel restrictions, coupled with a sharp drop in customer demand, Virgin Atlantic will gradually reduce its flying programme to operate a fleet of six aircraft for commercial and cargo services by Thursday 26th March.

In order to operate the fleet most efficiently, all of our remaining Virgin Atlantic flights will now operate out of London Heathrow Airport.

We'd like to apologise for any inconvenience caused by these changes. The safety and wellbeing of our people and our customers is always our number one priority and all actions taken are guided by the World Health Organization (WHO), Public Health England and the Foreign and Commonwealth Office (FCO).

As of 16.30 on Tuesday 24 March 2020, our schedule to 12 April 2020 is as detailed in the [VSbulletin](#) but this is subject to change without notice.

Since our schedule is being updated frequently we urge all customers to check the [status of their flight](#)

**Customers who are mid-trip** away from home and who are **not being supported by you** should fill out our [away from home form](#) and we will be in touch with them directly with options.

**Customers whose flights are cancelled** will be contacted directly with an alternative option as long as we have contact information included in the PNR.

Alternatively, please continue to make arrangements for your customers rebooking them in line with the applicable [VSbulletin](#)

**Ticket originally issued on or before 19 March 2020 for original dates of travel up to and including 31 May 2020**, rebook with no change fee to 30 June 2020 with no fare difference or 30 April 2021 with fare difference. [VSbulletin Covid19 - Flexibility for customers with tickets issued on or before 19 March 2020 UPDATE 4](#)

**Ticket originally issued on or after 12 March 2020 and on or before 31 March 2020, for original dates of travel up to and including 30 November 2020**, rebook with no change fee to 30 April 2021 [VSbulletin Covid19 – Flexibility for customers with tickets issued 12-31 March 2020 UPDATE 2](#)

As a result of the Government restrictions in place, we have taken the decision to temporarily suspend our services between London Heathrow and Tel Aviv. We are offering customers booked to travel on or after 10 March 2020, options to rebook extended to 13 April 2020.

[VSbulletin COVID19 - Suspension of our Tel Aviv service UPDATE 2](#)

Virgin Atlantic's new London Heathrow - São Paulo service, due to commence on 29 March 2020, has been deferred, with services now beginning from 5 October 2020. We are offering customers on VS tickets issued by 5 March 2020 options to rebook.

[VSbulletin COVID-19 - Sao Paulo new launch date](#)

If you have any questions about this, please contact Sales Support at [sales.support@fly.virgin.com](mailto:sales.support@fly.virgin.com) or on (1) 800-862-8621.

For all other VSbulletin information, please visit <https://www.vsflyinghub.com/en/vsbulletin>

For DL ticketed customers please contact UK Delta Sales Support on 0800 783 0747 or Email [SalesSupport.uk@delta.com](mailto:SalesSupport.uk@delta.com)

For Delta's up to date information please visit Delta Pro: <https://pro.delta.com/content/agency/gb/en/home.html>



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