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| COVID-19 Flexibility for customers - Update 4 June |
| We want to offer as much flexibility as possible to your customers impacted by the global health concern of Covid-19. Existing customers with upcoming travel have options to rebook free-of-charge, to change their destination or date of travel, or hold their ticket open until 30 September 2022.**Change fees/fare difference will only be waived under this policy, if the change is being made at least 21 days prior to original departure date.**

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| **Ticket Issued Date** | **Original Travel Date** | **Affected Destination** | **Permitted Travel Period** |
| On or before 19 March 2020  | 1 March 2020 – 30 September 2020  | VS issued tickets from/to/through all destinations when travelling on a VS/VS\* flight number  | **Travel completed by 30 November 2020, no fee or fare difference charged****Travel occurs on or after 1 December 2020 and completed by 30 September 2022, no fee charged but fare difference will apply**   |
| On or after 20 March 2020 to 31 Jul 2020 | 12 Mar - 31 Dec 2020 | VS issued tickets from/to/through all destinations when travelling on a VS/VS\* flight number | **20 March 2020 – 30 September 2022**  |

For full details: [https://www.vsflyinghub.com/en/vsbulletin](http://click.trade.virginatlantic.com/?qs=220a6b3c796ae7f413550b8574afb781eb57a5105a29b78e026d6c725148f2d05f51dc58c1066c0b5d4a08209194c11927c4bd5b7b1b6b6c) |

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