

Commercial Policy Bulletin

Bulletin Name: Flexibility for passengers due to Coronavirus situation
Bulletin Number: 20210115-01 (this bulletin replaces Bulletin Number: 20201222-01)
Bulletin Date: 15 Jan 2021

This policy is available to customers with VS (932) tickets whose travel plans have been impacted by the Covid-19 situation.

General Guidance for Covid-19 Policies:

- Where fare difference is charged, it should be calculated including all taxes/charges (Total Selling Price). For all of the attached guidance, fare and adcol refer to total selling price.
- Where the new Total Selling Price is lower than the original price, this is refundable to the passenger
- Where the passenger wishes to upgrade cabin, fare difference should be charged.
- Cancellations, refunds and downgrades are subject to original fare rules unless refund is permitted by policy

1. Customers whose original ticket issue date was prior to 12 March 2020 can request a refund if they are unable to travel due to an event beyond their control such as a National Lockdown.

2. For passengers with flights which are still scheduled to operate (Section A)

For all bookings ticketed until 11 Jun 2020, due to travel by 31 Aug 2021, we will offer the following flexibility:

- This policy entitles passengers to one change with the change fee waived only
- This policy applies regardless of the flexibility of the ticket – for example where a booking is made in Light, this policy will grant one change with the change fee waived, even if typically the booking would be non-changeable
- When rebooked travel occurs on or before 31 Dec 2022, the change fee will be waived if ticket is reissued on or before 31 Dec 2022, though fare difference will apply on the new itinerary, regardless of booking class. If the new quoted fare is lower than the current ticketed fare, no refund will be applied
- No refunds are permitted as part of this policy unless covered by section one of the overall policy.
- Fare difference will be waived if new travel date is up to 31MAR21
- For new travel dates from 01APR21, fare difference (adcol) will be charged, unless new fare is within the fare differences highlighted below:

Economy £60, Premium £120, Upper £350

(On a round trip basis, if one-way or part-itinerary the applicable amount will be 50% of above).

Note – the above limits apply to all new travel dates (including earlier departures) provided completed by 31 December 2022).

For all bookings ticketed from 12 Jun 2020 until 04 Dec 2020, due to travel by 31 Aug 2021, we will offer the following flexibility:

- Up to 2 changes of dates and/or one change of name(s), with fees waived, travel must be completed by 31 December 2022 (including open ticket policy)
- Fare difference will be waived if new travel date is up to 31MAR21
- For new travel dates from 01APR21, fare difference (adcol) will be charged, unless new fare is within the fare differences highlighted below:

Economy £60, Premium £120, Upper £350

(On a round trip basis, if one-way or part-itinerary the applicable amount will be 50% of above). Note – the above limits apply to all new travel dates (including earlier departures) provided completed by 31 December 2022).

If adcol is within the differences highlighted above, we will waive adcol (no difference to be refunded). If it is more, we will reduce by the above amounts.

If new fare is lower than original, difference can be refunded to passenger.

If the passenger changes destinations, adcol should be collected in full.

Passengers can move to an open ticket, with all travel to be completed by 31 Dec 2022 (non-refundable).

For all bookings ticketed from 05 Dec 2020 until 31 Mar 2021, due to travel by 31 Dec 2021, we will offer the following flexibility:

- Up to 2 changes of dates and/or one change of name(s), with fees waived, travel must be completed by 31 December 2022 (including open ticket policy)
- Fare difference will be waived if new travel date is up to 31MAR21
- For new travel dates from 01APR21, fare difference (adcol) will be charged, unless new fare is within the fare differences highlighted below:
Economy £60, Premium £120, Upper £350
(On a round trip basis, if one-way or part-itinerary the applicable amount will be 50% of above). Note – the above limits apply to all new travel dates (including earlier departures) provided completed by 31 December 2022).

If adcol is within the differences highlighted above, we will waive adcol (no refund on the fare difference). If it is more, we will reduce by the above amounts.

If the new quoted fare is lower than the current ticketed fare, no refund will be applied.

If the passenger changes destinations, adcol should be collected in full.

Passengers can move to an open ticket, with all travel to be completed by 31 Dec 2022 (non-refundable).

Passenger must use full value of their open ticket for future travel. No refunds on residual value of open tickets if new ticket price is lower.

Section A: General Guidance (same routing on VS/VS*):

- Itineraries must be rebooked on VS/VS* tickets
- Ticket must be reissued before departure
- Previous requirements for 21 days' notice of changes (per 20200911-01) have been removed from this policy, passengers must advise of changes prior to original travel date, else no-show will apply accordingly
- Change fees for date change and name changes can be waived within the highlighted guidelines
- Adcol is charged for any differences to fare, YQ & taxes, calculated at a total selling price level, unless within the exceptions
- Where change of cabin occurs, adcol should be collected in full
- Where the passenger changes destination, adcol should be charged in full
- **OSI comment needs to be added to PNR for trade bookings (as advised through trade comms)**
- Passengers may move to an open ticket, with travel to be completed by 31 December 2022
- No refunds permitted by this policy, unless covered by section one of the overall policy. Original fare rules will apply.
- Where available, please rebook into same class, if the same class is not available please book into lowest available class within the cabin

General Guidelines	Yes/No	Important Notes:
Travel on Earlier Date than Ticketed?	Yes	Travel is permitted on an earlier date, with no fees, if the date is within the guidelines of this bulletin
Waive minimum/maximum stay	Yes	Travel as per new booking dates

Change Origin or Destination	Yes	Additional fare charges will apply, but the change fees will be waived if waiver guidelines are met
Refund	No. IROP must apply for refund or section one of policy.	Not permitted under this voluntary bulletin. IROP must apply for refund eligibility, or section one of policy.
Rebooking Carrier Priority		VS/VS*
Rebooking to Different Cabin?	No	Must rebook in same cabin
PNR Documentation	Yes	CHANGES PER CORONAVIRUS SIT CHG FEE 05OCT20
Voluntary Alternate Rebooking	Yes	Rebooking and repricing to an alternate station is allowed but is a manual process

3. For passengers with flights that have been impacted by significant schedule change (Section B)

- Applicable to passengers who **have** significant schedule changes (flight cancelled, new mis-connects, departure time change > 3 hours)

Original Travel Period	Ticket Issue Dates	Rebook Travel Period	Waive?		Refund?	Open Ticket?	Re-Route?
			Change Fee?	Fare Diff?			
01 Mar 2020 – 30 Nov 2020	Any	12 Jun 2020 – 09 Dec 2020 11 Jan 2021-31 Mar 2021	Y	Y	If Canx, or section one of policy	Y	Fare Diff
		10 Dec 2020 – 10 Jan 2021 01 Apr 2021-31 Dec 2022	Y	N	If Canx, or section one of policy	Y	Fare Diff
01 Dec 2020 - 30 Jun 2021	Any	+/- 21 Days of Original Travel	Y	Y	If Canx, or section one of policy	Y	Fare Diff
		12 Jun 2020 – 09 Dec 2020 11Jan 2021 – 31 Mar 2021	Y	Y	If Canx, or section one of policy	Y	Fare Diff
		10 Dec 2020 – 10 Jan 2021 01 Apr 2021-31 Dec 2022	Y	N	If Canx, or section one of policy	Y	Fare Diff

General Guidance for all rebooking options

- On the guidance issued below, travel should be rebooked within (+/-) 21 days of original travel, or prior to **31DEC22** for change fees to be waived
- Where rebooked travel is within 21 days of original travel dates, or prior to **30NOV20**, fare changes and change fees should be waived, subject to the guidance below. Where rebooked travel is outside of 21 days of original travel, and on/after **01DEC20**, fare difference **may** apply, but change fees will be waived. Please refer to rebook travel period for applicable waivers. Rebooking must be in same cabin, in the original booking class (where available) or lowest booking class.
- Part-refund will be permitted if new Total Selling Price is lower than original TSP, where within the above guidelines
- One name change is also permitted with fees waived
- All travel must be completed by **31 December 2022**

Route Suspended (E.G. MANLAS)

- Re-route onto VS/V5* connection where available. For example, MAN-LAS could be rebooked MAN-JFK-LAS where available.
- Re-route from different origin – where MAN departure has been cancelled re-route to LON free of charge, though VS would not be liable for taxi/train costs of getting to airport
- New Origin & Destination: rebook an alternative VS destination with change fees waived. Fare difference applies
- Open ticket: We will hold until you have decided which option you would like to take on the above. Must be completed by **31 Dec 2022**, fare difference will apply when outside of 21 days of original travel
- Re-route with codeshare/interline partners where available – subject to rules of the fare. Re-issue required. Fare difference will apply, but change fees will be waived
- Refund of unused sectors

Route moves from LGW to LHR

1. If alternative LGW departures are available to same destination (e.g. LGWMCO during peak), rebook onto other departure FOC
2. Switch to LHR departure, FOC
3. Switch to/from MAN direct VS service FOC - where LGW departure has been amended to LHR, re-route to MAN direct VS service free of charge, though VS would not be liable for taxi/train costs of getting to airport.
4. New Origin & Destination: rebook an alternative VS destination with change fees waived. Fare difference applies
5. Open ticket: We will hold until you have decided which option you would like to take on the above. Must be completed by **31 Dec 2022**
6. Refund of unused sectors

Other Schedule Changes (inc Ad Hoc cancellations, time changes)

- Please refer to our standard schedule change policy

General Guidelines	Yes/No	Important Notes:
Travel on Earlier Date than Ticketed?	Yes	Travel is permitted on an earlier date, with no fees, if the date is within the guidelines of this bulletin
Waive minimum/maximum stay	Yes	Travel as per new booking dates
Change Origin or Destination	Yes	Additional fare charges will apply, but the change fees will be waived if waiver guidelines are met
Refund	If original flight cancelled or section one of commercial policy	IROP must apply or section one of commercial policy
Rebooking Carrier Priority		VS/VS*
Rebooking to Different Cabin?	No	Must rebook in same cabin
PNR Documentation	Yes	CHANGES PER CORONAVIRUS SIT CHG FEE 12JUN20
Voluntary Alternate Rebooking	Yes	Rebooking and repricing to an alternate station is allowed but is a manual process