

16 February 2021

## Travel alert for India – UK flights

### UK Government announcement regarding testing on arrival and hotel quarantine

The UK Government has confirmed new mandatory testing requirements for all international arrivals to England from 15 February 2021. Customers arriving in England will be required to have two PCR tests, on day 2 and day 8 of their 10-day home quarantine.

The testing on arrival requirement is in addition to the existing mandatory requirement for all international arrivals to provide a negative Covid-19 test result before departure for England, taken up to 3 days before departure.

It is vital that all arriving customers comply with the new pre-departure and post-arrival testing requirements and complete the online Passenger Locator Form <https://virg.in/D9h> before arriving at the departure airport. Please note, these UK Government public health measures will be enforced using financial penalties.

#### How to quarantine when you arrive in England

[https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england\\_](https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england_)

The above link focuses on home quarantine requirements and details of the travel test package which everyone must book, costing £210.

**Test booking portal:** <https://quarantinehotelbookings.ctmportal.co.uk/>. The booking of tests to be taken in UK is mandatory before customer's departure. The test booking portal is administered by the government, and if it isn't working we recommend our customers to continue to check throughout the day.

We will continue to review any UK Government guidance and update our agent partners

and customers accordingly. Please continue to check our website and GOV.UK, including the [Entering the UK](#) section. For more information you may wish to refer to the [health secretary's statement on 9 February](#).

## Our Flexibility Policy Updated

We have introduced additional flexibility to our rebooking policy by extending its rebooking horizon all the way until 30 April 2023, for all booking periods. This is an update to the policy issued on 8 February 2021.

The improvement will support both customers making future bookings and those with disrupted flights, including those already in possession of an open ticket.

The cost of fare difference for all customers will also be waived if the new travel date takes place on or before 31 May 2021 – a two-month extension on the previous policy.

We continue to monitor the Covid-19 situation very carefully, including the latest guidance from the World Health Organization (WHO) and the Foreign Commonwealth & Development Office (FCDO), as well as any new entry or quarantine restrictions implemented by the countries we fly to.

Policies are in place for:

- Bookings ticketed until 11 June 2020
- Bookings ticketed from 12 June 2020 to 4 December 2020
- Bookings ticketed from 5 December 2020 to 5 February 2021
- Bookings ticketed from 6 February 2021

For full details please refer to our policy document.

If you have any questions, please contact our Sales Support team at [SalesSupportIndia@fly.virgin.com](mailto:SalesSupportIndia@fly.virgin.com) or contact your account manager.

**Fly safe, fly well**