

 VSbulletin

## COVID-19 All of the latest news on our travel policies

Last week saw a rapid acceleration of the impact of Covid-19 on global aviation and tourism. The World Health Organisation declared the outbreak a global pandemic on Wednesday 11 March as cases continue to rise. An increasing number of countries are now closing their borders.

The Indian Authorities advised that from 12:00 GMT on 18th March 2020 entry will be denied to any customers, regardless of nationality, travelling from the United Kingdom, the European Union, the European Free Trade Association, and Turkey. Because of this news, we will be suspending our flights between the UK and India. This is a temporary measure which the authorities will review on 31st March.

Our last flights from India before suspension will be:

Origin	Destination	Flight Number	Last Date
DEL	LHR	VS301	Saturday, 21 March
BOM	LHR	VS355	Sunday, 22 March

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

 VSbulletin

**We are offering flexibility to customers with tickets issued on or before 19 March 2020 for original dates of travel up to and including 31 May**

**2020.** Customers can rebook or reroute travel up to 30 April 2021 with no change fee. Flights are subject to availability and any fare difference and there are options for customers who do not know when they wish to travel. Alternatively, they may request a refund.

[VSbulletin COVID-19 – Flexibility for customers with tickets issued on or before 19 March 2020 UPDATE 3](#)

Where refunds are applicable please process through your GDS as per our [policy](#). Any refund applications via BSP will take a minimum of 45 days and will be charged a GBP30 administration fee.

If you have any questions about this, please contact our local contact centre team at 1800 102 3000 or 0124-4693030, email [India.Reservations@fly.virgin.com](mailto:India.Reservations@fly.virgin.com), alternatively contact our UK contact centre on +44 344 874 7747 or +44 344 209 7777 for rebooking options.