

The logo for VSbulletin features a purple document icon with three horizontal lines on the left. To its right, the letters 'VS' are in a large, red, sans-serif font, and the word 'bulletin' is in a purple, lowercase, sans-serif font.

VSbulletin – COVID-19 Getting our customers home

Whatever happens in the world, our customers are always our first priority. We're working day and night to guarantee their safety and peace of mind.

Due to increasing travel restrictions, our schedule is being updated frequently. Our priority is getting our customers home.

Because of the extremely high volume of customers needing our help, we are prioritizing customers who are travelling imminently, with a focus on those who need to return home.

We know that you are experiencing the same high volume of contact but we're asking for your help by also prioritizing those customers and where we still have flights operating that it is possible for a customer to travel on, that those customers don't make unnecessary changes to their booking.

Below are the last flights that will operate in the coming days together with a reminder of flights that are operating that you can re-route customers to travel on with no change fee or fare difference.

Following the introduction of travel restrictions at the majority of our destinations, we have had to scale back our flying schedule, cancelling many flights and suspending some routes. From Tuesday 24 March, we will be temporarily suspending our flights at Gatwick and Manchester and will be operating all remaining London flights from Heathrow.

The last outbound Gatwick flights departed today Monday 23 March:

VS89 To St Lucia (UVF) and Grenada (GND)

VS29 To Barbados (BGI)

The last inbound flights into Gatwick land on Tuesday 24 March:

VS90 From Grenada (GND) and St Lucia (UVF)

VS30 From Barbados (BGI)

From Tuesday 24 March the following flights will now operate to/from Heathrow:

VS147/148 To Havana (HAV)

VS133/134 To Antigua (ANU)

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Customers should head to Terminal 3 at Heathrow at least two hours before their scheduled departure time.

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

Customers who are mid-trip and away from home 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 our policy

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

We are offering flexibility to customers with original dates of travel up to and including 31 May 2020.

Customers can rebook or reroute travel up to 30 June 2020 with no change fee or fare difference

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.

For those customers you are booking to return home, our current schedule of operating flights as of 16:00 on 23 March is below.



			24 March	25 March	26 March	27 March	28 March	29 March	30 March	31 March	
LHR	LAX	VS23	Op								
	JFK	VS3	Op								
	JFK	VS137	Op	Op	No-op						
	ATL	VS103	Op	Op	No-op						
	HKG	VS206	Op	No-op	Op	No-op	Op	No-op	Op	No-Op	
	JNB	VS449	Op	No-op							
	ANU	VS133	Op	No-Op	Op	Op	Op	No-op			
	HAV	VS147			Op			No-op			

			24 March	25 March	26 March	27 March	28 March	29 March	30 March	31 March
LAX	LHR	VS24	Op							
JFK		VS4	Op	Op	No-op					
JFK		VS10	No-op		Op	Op	Op	Op	Op	Op
JFK		VS138	Op	No-op						
ATL		VS104	Op	Op	No-op					
HKG		VS206	No-op	Op	No-op	Op	Op	Op	No-op	Op
JNB		VS449	Op	Op	No-op					
ANU		VS134	Op	No-Op	Op	Op	Op	No-op		
HAV		VS148			Op			No-op		

If you have any questions about this, please contact Sales Support at sales.support@fly.virgin.com or on +44 344 2097705.

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

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