

Ticketing

From: Virgin Atlantic Flightstore <noreply@vaflightstore.com>
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To: operations@homenawayholidays.com
Subject: Bulletin edition 4 - Middle East Conflict Crisis Update

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Bulletin: Edition 4

Middle East Conflict Crisis Update

3rd March 2026

We are pleased to say that in the main, we have been able to maintain our disruption service levels throughout the day and as of 5pm, Tuesday 3rd March:

Category 1 - Stranded passengers overseas: less than one hour

Category 2 - Imminent departures: less than 90 minutes

Category 3 & 4 - Departures from 10 March onwards: 4 hours

Ticketing Deadline Reminder

If you are making a new booking for imminent travel, please be aware that ticket deadlines could be very short. Virgin Atlantic can also impose shorter time limits after the booking has been made so please keep on top of any new bookings created as we will be unable to support any extensions.

Policy summary as of 5pm, Tuesday 3rd March

Here's a reminder of the simplified view of Virgin Atlantic's policy we have created to help you. Please ensure you check the full policy when taking action as these are subject to change at any time.

Click [here](#) to view Virgin Atlantic's full policy.

Travel dates	Rebook same carrier on/before	Rebook on alternative carrier	Refunds
15th March 2026	Yes - 28th March 2026	No	Yes

Travel to Dubai - dates up until 15th March 2026

- Rebook FoC to Dubai, provided the new departure date is on/before 28th March 2026.
- The outbound/inbound may be amended to maintain the original duration of the trip.
- Cannot rebook on alternative airlines.
- Refund unused ticket if flights are cancelled.
- Ticket re-issue/refund must be completed on/before 8th March 2026.
- Action must be taken before travel date to avoid no-shows.

Crisis Management methodology:

To remind you, we are prioritising bookings in the following order:

Category 1: Clients currently stranded overseas.

Category 2: Imminent Departure (currently up until departure, Sunday 8th March)

Category 3: Departures 9th March to 16th March (inclusive)

Category 4: Bookings departing beyond 17th March

Contacting us via our Contact Form within the Help Centre is the quickest way to get support

We have added a drop-down option so you can let us know that your booking is affected by Middle East travel disruption, therefore it will be prioritised accordingly.

Click here to access our [Contact Form](#).

Our next bulletin will be issued by 12pm tomorrow (Wednesday 4th March).

Michael Edwards
Managing Director

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