
[Fly with us](#) > [News](#) > [Covid-19 \(Coronavirus\)](#)

Updated: 15 May

Covid-19 Travel Advice

Book and rebook with confidence

We want to give you peace of mind with your upcoming travel plans, whether you are making a new booking with us, or if you already have an existing booking that you'd like to change.

[More on our flexible no change fee policy](#)

FCO Repatriation flights

The Foreign & Commonwealth office (FCO) are advising British people travelling abroad to return home now, and are arranging charter flights to bring British nationals home.

[Find out more about FCO repatriation flights](#)

If your flight has been cancelled

Please check the [status of your flight](#)

If your flight has been cancelled, [find out about the options available to you here](#)

Travel restrictions by destination

Check the [latest travel updates for your destination](#)

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to UK

The Foreign & Commonwealth Office (FCO) has advised against all non-essential international travel. Please ensure that your journey is absolutely necessary, you may be questioned by the UK authorities on arrival at London Heathrow and if your journey is not deemed necessary you may be refused entry into the UK.

For more information regarding UK travel advice, please [visit the government website](#)

impacted by changes to our schedule

If you were due to fly on a route we are no longer operating, we've updated our rebooking policies to ensure you have the flexibility you need with your upcoming travel plans.

[Find out the options available to you](#)

Keeping up to date

Please make sure your contact details are up to date so that we can update you as efficiently as possible.

[My booking](#)

You can also check your [flight status here](#)

Optimising our network and fleet to become greener and more efficient

Our move from Gatwick to Heathrow and retiring our 747's and A332's.

We've announced plans to reshape and resize our business to ensure that is fit for the future, in response to the severe impact of the Covid-19 pandemic on the global economy, our nation and the travel and aviation industry.

We're making some changes to optimise our network and simplify our fleet, as we aim to establish ourselves as the sustainability industry leader. As part of these changes, we'll be moving our flying programme from London Gatwick, flying modern twin-engine aircraft from London Heathrow and Manchester - with the intention of retaining slots at London Gatwick, to allow us to return in the future. From 5 May 2020, we'll be saying goodbye to seven 747-400s, and four A330-200 aircraft will be retiring in early 2022 as planned.

There's no need to contact us right now. We'll be in touch directly with more information on what these changes mean and alternative options by the middle of June.

You'll be able to see any changes and choose your seats in [My booking](#) as normal, or assign seats when check in opens 24 hours before departure. If you have paid for a seat in our 747 upper deck, you will be refunded.

Please note, we can't reimburse any extra costs as a result of these changes, such as accommodation, parking or airport transfers from connecting flights. There is no V-room at London Heathrow, so any bookings will be refunded automatically. Entry to the Number 1 lounge is available [here](#).

Upper Class customers and Gold Card holders will of course be able to access our award-winning Clubhouse at London Heathrow.

Our teams are receiving a high volume of calls at the moment, so please do bear with us - we'll be in touch as soon as we can.

Our commitment to your safety

The health and wellbeing of our customers and crew is our highest priority. We are working closely with the UK Government and health organisations to ensure we're following the very latest advice for all the destinations we fly to, and are doing everything we can to help our customers. [Find the latest government travel advice here](#)

We have meticulous cleaning standards to ensure a healthy environment onboard when you travel with us.

[Steps we're taking to promote healthy flying](#)

Temporary changes to our onboard service

With the rapid acceleration of Covid-19, we're making some temporary changes to our inflight service. To make sure we provide the safest experience for everyone flying with us, we're offering our customers a streamlined service. This will include:

- One main meal service delivered with juices and soft drinks
- Orange juice and water services available throughout your flight

full in-flight service as soon as we're able to do so.

In the meantime, you can still expect a warm Virgin Atlantic welcome from our teams on the ground and in the air. Thank you so much for your support and understanding — it means the world to us right now and we look forward to being able to offer you the full Virgin Atlantic experience again soon.

You can find out more about what we're doing to ensure your health, safety and peace of mind in our [latest travel information](#).

When you've returned home

Claim back any reasonable expenses if your flight was moved due to Covid-19 with our [EU Care form](#).

If you've returned home on a [government repatriation flight](#) you can contact us for a refund of your unused Virgin Atlantic return flight [here](#).

Your most common queries, answered.

We've pulled together some of your most frequently asked questions during this unprecedented time here. [FAQs](#)

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[Help and contact](#)

[Before you book](#)

[At the airport](#)

[On the flight](#)

[Lost property](#)

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[Sustainability](#)

[Modern Slavery statement](#)

[Conditions of carriage](#)

[Tarmac delay plan](#)

[Customer commitment](#)

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[Virgin Atlantic Cargo](#)

[Travel trade](#)

[Affiliates](#)

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Covid-19 travel advice



Bookings made by credit card or debit card no longer incur a fee.

