

DAMAGE REDRESS APPLICATION FORM FOR AIR TRANSPORTATION USERS

In accordance with article 61 of the Aviation Business Act and article 64 of the Enforcement Rules of the same Act, you might fall into one of the compensatory damages' categories for Virgin Atlantic customers. You must use the form below to submit a complaint.

Please note that redress won't be provided in cases where Virgin Atlantic can confirm that damages were due to unavoidable circumstances, such as deterioration of weather conditions, unexpected but necessary safety maintenance, natural disasters, or flight connections.

Virgin Atlantic will process your claim within 14 days of receipt of application or within 60 days if more time is needed for translation or further investigation.

You can choose how you'd like to be updated: phone, email, or post.

If you'd like us to review the decision again, please let us know and we'll take another look at your case. At your request, we can also forward the matter to the Korea Consumer Agency.

SENDING YOUR DAMAGE REDRESS:

Mailing address:	Website :	Phone	In person
Virgin Atlantic Customer Care Department WeWork, Yeouido, 20F, 83 Uisadang daero, Yeongdeungpo gu, Seoul 07325, South Korea	To reach us in English, please use our webform here To reach us in Korean please email: customer.care@fly.virgin.com	Phone: 080 822 0225 (in English)	Virgin Atlantic Airport office

APPLICANT FORM TO BE USED IF EMAILING IN KOREAN OR VISITING A VIRGIN ATLANTIC OFFICE

FIRST NAME FAMILY NAME	
ADDRESS	
CONTACT NUMBER EMAIL	
BOOKING REFERENCE	
FLIGHT NUMBER DATE FROM TO (Repeat as needed)	
VIRGIN ATLANTIC FLYING CLUB NUMBER (if applicable)	

Type of damage (tick all that apply):

- A flight delay or cancellation within our control
- Loss or damage to your checked baggage
- Being denied boarding due to an overbooked flight
- Delays in receiving a refund for a cancelled flight
- Being unable to board because we didn't share relevant information like gate or flight number
- Missing Flying Club Points due to an error on our part
- Flying Club Points expiring without proper prior notice
- Difficulty in boarding the aircraft due to mobility convenience facilities not being installed in accordance with Article 2, subparagraph 7 of the Act on the Promotion of the Transport Convenience of Mobility Disadvantaged Persons

Details of damage:

Preferred method of communication:

- Phone Email Mail

I hereby apply for damage redress based in accordance with article 61 of the Aviation Business Act and article 64 of the Enforcement Regulations of the same Act.

APPLICANT'S SIGNATURE: _____

DATE: __/__/__

(VIRGIN ATLANTIC USE ONLY)

I hereby confirm that this application for damage redress has been received based on article 61 of the Aviation Business Act and article 64 of the Enforcement Regulations of the same Act.

EMPLOYEE NAME: _____

JOB TITLE: _____ DATE: __/__/__