

Hints & Tips

To help you out

General Website Tips

- within the booking

Split Passengers

If specific passenger(s) on a booking wish to amend their dates or cancel from a larger overall PNR, leaving remaining passengers with the original itinerary, you can action this within the passenger details section. Select the passenger(s) to split using the checkbox next to their name, then click the 'Split selected passengers' button. This will place the selected passengers onto a separate linked PNR which can then be amended/cancelled as required. Linked bookings can be toggled using the PNR drop down on the top right hand side of the booking summary.

Please note this is only applicable to pre-ticketed bookings. For any passenger splits post-ticketing please contact us [here](#).

Pre-ticket amendments

If passengers wish to amend their itinerary, use the checkbox next to the applicable flight(s) in the itinerary details section to highlight which flight sector(s) require amending, then click the 'Amend selected flight(s)' button. This will take you through availability, selection and pricing of your new flight requirements. If you are happy to accept the new flights and pricing, click the 'Update Booking' button at the end of the process. If you wish to retain the existing itinerary, click the 'Abandon changes' button to leave the itinerary unchanged and return to the booking summary.

Check fare rules

Click the 'Rules' button next to the itinerary, this is where you can find: ticket date restrictions, minimum stay, penalties, and cancellations.

Resend Confirmations & Tickets

Click the 'View Emails' button above the itinerary. Once opened click 'view' or 'resend'.

Pre-ticket Cancellations

These can be done online, simply click the 'Cancel PNR' button on the top right of the booking summary.

Meals/Frequent Flyer Numbers/APIs

These can be added at the time of booking/before ticketing online through our website within the passenger details section, or alternatively through the airline's website using the PNR/Booking Reference.

Void Tickets

Same-day Void - If you want to void a ticketed booking, you can do so on the same day by clicking the 'Void Tickets' button. This is only available on the exact day the ticket is issued and will incur a loss of service fee. If a booking has been void and not reissued, please bear in mind the airline has the right to cancel the booking at any time.

Schedule Changes

There are two types of emails you will receive from Virgin Atlantic Flightstore in relation to schedule changes: one which requires no action from you and the booking will be automatically updated, the other which does require an action from you. It is very important to note that where an action is required on your part, your system functionality can be limited until the action has been made. The status of the booking will show as 'Awaiting Customer Approval' until the schedule is resolved.

Unticketed bookings:

1. Schedule changes that the airline defines as minor will be auto-accepted without any action required from you. This will be specified in the email you receive regarding your schedule change.
2. A 'proceed with change' button has been added into the Booking Display screen within our system, so that in instances where action is required from you, the action can be taken directly in your account rather than via a schedule change email.

Ticketed bookings:

1. Schedule changes that the airline has revalidated will be auto-accepted without any action required from you.

If you need any further support, please contact us [here](#).

2. There will be some instances where an action is required from you in order to approve a schedule change to a ticketed booking. This action can be taken directly in your account on the system. If you need any further support, please contact us [here](#).

General Website Tips

- within the system

Manage Ticket Deadlines

You can view bookings with upcoming deadlines through the 'To Do List' which is located on the bottom left of your homepage.

Availability Search Filters

To make your flight search easier, you can use our tailored options. The more filters you use, the less results there are to look through. These filters can be found on the filters tab on the left side panel and include; 'Ticketing Deadline', 'Aircraft Type', and 'Inbound Duration', with many other options. For further guidance there are webinars available on our resources page, which you can view [here](#).

Ticketing Issues

If there is a ticketing issue and you are unable to ticket your booking via the website, simply contact us [here](#).

You will need to provide the following information: PNR Reference, Deadline, Date of Birth (America only), payment method. If your booking is a cruise booking, please provide us with the cruise ship name.

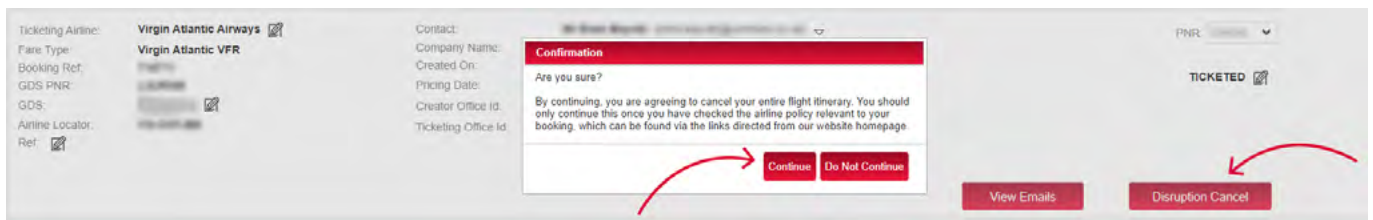
Manage Users

Your Tour Operator account has a nominated administrator within your company whose permissions enable them to add/unlock users and send password reset links, without the need to contact us. Please speak to your manager if you need to action one of these options.

Disruption Tips

Disruption Cancel Button

In the event of significant disruption, you can cancel a flight and obtain a refund by using the 'Disruption Cancel' button in the booking to remove all flight sectors and avoid a no-show. Please note this is only doable where the airline policy permits, and your customer is not yet checked-in.



Please do check that the relevant airline policy allows this, as not all airlines will permit refunds if a flight remains operational. If your passengers have already checked in for their flights, you will need to contact us [here](#), instead of using the 'Disruption Cancel' button as we will need to contact the airline to have your passengers e-ticket status changed before cancelling.

If applicable, you can request a refund by emailing us [here](#).

Exchange Travel Credits

For assistance with redeeming Exchange Travel Credits on bookings, view our 'How To' guide [here](#).

FAQs

Q. Where are the airline change policies?

A. Airline policies are all provided centrally on our websites for quick reference. You can access them at any time [here](#).

Q. Can I make a name correction?

A. It depends on the airline. All airline policies differ therefore you will need to come to us to see what we can do for you.

For us to be able to complete a name correction, you will need to send us a copy of the client's passport.

Please be aware, any name corrections requested 48 working hours from ticketing deadline or departure date may not be authorised. Most corrections need approval from the airline, and this cannot be done within this timeframe. Current policies may not be applicable or if there are more than one carrier on the booking the change may not be honoured.

We will try our best to uphold your request, however we cannot guarantee this and could result in your passengers having to purchase a new ticket from current availability in the correct name.

Q. Can I prebook seating?

A. Seats can be chosen from the time of booking, up to 336 days in advance. Economy Classic and Economy Delight customers can choose their seat free of charge at any time. With the Economy Light service, there is a charge of £30 to choose seats 24 hours before departure or in advance of this.

Q. Where can I add meals/frequent flyer numbers into my booking?

A. Unticketed bookings: you can add this information in your Aviate account via the Display Booking page.

Ticketed bookings: you or your client can access the booking via the airline's direct website.

Q. Why do I have issues booking infants with no seats?

A. GDSs restrict the number of characters in a name for ‘infant without seat’ passenger types, so we need to add this passenger type in for you manually. We recommend that you book all other passengers - including the adult that the infant with no seat is to be linked to - then contact our Reservations team on 0151 350 1120 to add the infant on to the booking.

Q. How do I price a mixed cabin itinerary?

A. Start your quote based on one cabin via the Flight Search panel in your account. Within each fare family that is returned, you can select ‘Upsell’ per itinerary, which will present all of the cabin combinations available for that itinerary.

Q. Can my ticketing deadline be extended?

A. Airlines will not extend ticketing deadlines, and unfortunately there is nothing we can do to override them. Longer ticketing deadlines are available on certain fare types per airline, so do use the filters within the availability search to narrow down the fare families that have the longest possible ticketing deadline.

Q. How do I request wheelchair assistance?

A. If you need special assistance at the airport or onboard with **Virgin Atlantic**, please click [here](#) to request wheelchair assistance and more.

How to Contact Us

Streamlined Contact Channels

Within our Flights Support department, our Support Executives are split between reservations, schedule changes, ticketing, post ticketing amends and refunds. This set up allows the most efficient workflow, which results in our best response times.

Contact Us In A Way That Works For You



Phone



Email



Contact Form

WE ARE WITH YOU ✈️