

virgin atlantic   
flightstore

# **PEAKS** Survival Guide

from Virgin Atlantic Flightstore

### Split passengers

Tick the check box to the left of the passenger you wish to split, click the **“split”** button and confirm.

### Pre-ticket amendments

Within the booking, tick the flight you wish to amend, click **“amend”** on selected flight, select details and check availability, if you are happy to accept click **“review and continue”**. Continue and update booking. If you do not wish to continue click the abandon button at the bottom of the page.

### Same day void ticket option

Click the **“void”** button above itinerary details. A pop up box will be displayed asking you if you wish to void the ticket. Click **“yes”**. All tickets on the booking will be voided.

### Check fare rules

Click the **“rules”** button next to the flight sector. A pop up box will be displayed where you can select which fare rule category you wish to view. Please note fares rules can differ per flight segment.

### Re-send your confirmations and tickets

Click the **“view emails”** button above itinerary, select the email you require and click **“view”** or **“resend”**.

### Manage your ticket deadlines through the to do list

The to-do list is located on the bottom left of your home page. Any bookings due for ticketing within 14 days will drop onto the ticket deadline tab on this list, for you to manage.

### Post ticket amendments for both Virgin Atlantic & Delta Air Lines®

**Click here** for the post amend user guide.

### Chat

Our chat facility is available for you to use as a quick and convenient way to contact us. This can be found on the top right hand side of the navigation bar.

**Click here** for our full resource guide. Your handy guide for information on managing users, adding users, ticketing deadlines & much more!

# For more information

 **Call us on:** 0151 350 1120

 **Email us at:** [info@vaflightstore.com](mailto:info@vaflightstore.com)