

BOOKING PROCESS

Quote ODR

Here at Virgin Atlantic Flightstore, we're committed to making booking Out of Date Range fares as streamlined and convenient as possible. That's why we have designed an online quotation tool solely for your convenience. The online tool is available 24/7 365 days a year. Availability is not live and will be refreshed throughout the day - please ensure you are refreshing the link so you can see the most up to date availability. Virgin Atlantic Flightstore are available Monday - Friday 9:00am-5:30pm to answer any queries you may have. Contact us on [0151 350 1111](tel:01513501111) or odr@vaflightstore.com.

Booking

Once you/your clients have decided to go ahead with the booking, please complete the online availability form and email it to the address as follows: odr@vaflightstore.com. Virgin Atlantic Flightstore require all details to be entered within the form so we can ensure we have everything we need to proceed with the booking. Virgin Atlantic Flightstore require full names as displayed on your clients passport, including dates of birth for all passengers.

Confirmation

Following receipt of the completed form, Virgin Atlantic Flightstore's Out of Date Range team will proceed with the booking and once completed, you will receive an email confirmation securing your booking. At this time, Virgin Atlantic Flightstore will request a non-refundable deposit and advise you of the final balance due date (8 weeks prior to departure). With regards to the final balance due date, no reminders will be sent as this will automatically be requested.

331 days prior Departure

The outbound Virgin Atlantic booking reference will now be available to you and your clients. On this date (or the following working day), you will receive an email from Virgin Atlantic Flightstore which will contain the Virgin Atlantic booking reference and date of when the Inbound flight will be in range. Any time changes on your clients outbound flight will also be advised at this time.

Any Airline Schedule Changes along the way

Virgin Atlantic Flightstore will keep you up to date on any airline time changes should we receive any from Virgin Atlantic. Any time changes will be sent to the email address of the agent who made the original booking, unless we are made aware of any other distribution email addresses.

Full payment requested 8 weeks to departure

E tickets issued

Virgin Atlantic Flightstore aim to issue all airline tickets 40-45 days prior to departure. Once we have issued tickets, any time changes will be sent to the email address of the agent who made the original booking, unless we are made aware of any other distribution email addresses.