

## Booking & Pricing

Please book using Nett Fare pricing to ensure flight sectors are held in a required class.

### Fare quote display

You can retrieve all fare rules and base fare costs by doing a fare display entry.

**4FLONMCOsr-Vs/S01JAN**

Display base private fares for given routing/airline/travel season.

In addition, a particular entry could be used to retrieve fares by type of fare as required.

**4FLONMCOsr.RT-Vs/L01JAN/R04JAN/@@IT**

Display base fares based on fare types eg. @@IT; @@SO

**Fare types** Fare types can be identified by the ticket designator

**Inclusive Tour:** Ticket designator starting IT or IP, eg IT34 or IP36

**Seat Only:** Ticket designator starting SO, eg SO10

**Cruise:** Ticket designator starting CR, eg CR39

**VFR:** Ticket designator starting VF, eg VF18

**Passenger Types** (to be included in the name field)

**Inclusive Tour/Cruise:** ITX = adult; INN= child; ITF = infant without seat

**Seat Only:** ADT = adult; CNN = child; INF = infant without seat

**VFR:** JCB = adult; JNN= child; JNF = infant without seat

*To price Teens (12-15 yrs old) please use GBE as passenger type code*

### Quoting an itinerary

Once passenger types have been entered, you can price using the following example entries -

**4PFSR.SR@NET**

Price as booked

**4PFSR#/@@IT.AC#PITX**

Price as booked by type of fare (eg. @@IT.AC#PITX; @@SO.AC#PADT)

**4PLF@FSR.SR@NET**

Best buy pricing

**4PLF@FSR.SR#/@@IT.AC#PITX**

Best buy pricing by type of fare (eg. @@IT.AC#PITX; @@SO.AC#PADT)

## Booking remarks

Service remarks are required before creating the booking. Apply the appropriate remark for the fare type.

**Inclusive Tour / Cruise / VFR Caribbean/Africa:** 3SSROTHSVS ITWA

**Seat Only / VFR China / Published:** none required

**VFR India:** 3SSROTHSVS ISWA

## Pricing policy

Fare and fuel guaranteed from booking date or last voluntary amendment date, all other taxes as per ticketing date.

## Ticketing deadlines

As per fare quote notes / vendor remark - most restrictive applies. General guidelines as per below -

### **Inclusive Tour/Cruise/VFR Caribbean & Africa:**

For bookings made more than 33 days before departure: ticket 30 days prior to departure

For bookings made 6 - 32 days before departure: ticket 96 hrs from reservation or 96 hrs prior to departure

For bookings made less than 5 days before departure: instant ticketing

### **Seat Only/VFR China/Published:**

For bookings made more than 18 days before departure: ticket 14 days from reservation / 15 days before departure

For bookings made 4 -17 days before departure: ticket 72 hrs from reservation or 72 hrs prior to departure

For bookings made less than 3 days before departure: instant ticketing

### **VFR India:**

For bookings made more than 10 days from reservation: no later than 7 days after booking or 7 days before departure

For bookings made 4-10 days before departure: ticket 72 hrs from reservation or 72 hrs prior to departure

For bookings made less than 3 days before departure: instant ticketing

## Ticketing Process

When you are ready to issue tickets, store the fare that you expect the booking to be ticketed at, and email [info@vaflightstore.com](mailto:info@vaflightstore.com) to request ticket issuance citing the payment method. For urgent ticketing requests, please call.

In order to allow us to queue back, you need to open up permission for us to do so. When in your PCC, please do KYANBP entry (where NBP is our PCC). Then tab to the 'Allow QEP/QEM' option and oertype the N with Y which will be saved by entering. This procedure should be done prior of queueing the bookings over.

Queuing a booking: **QEP/NBP/QXXC\*** – Ticketing

\*XX means Unique number. Every agent will have its own queue number, which will be provided by our Customer Services. If you don't have one yet, please contact [info@virginflightstore.com](mailto:info@virginflightstore.com)

Please note, if the booking has been split, we will need to check the split PNR before issuing the tickets, please be aware bookings will not be ticketed unless we have access to the full history including split PNRs.

Once you have transferred the ownership of the booking, Virgin Atlantic Flightstore will assume that all sectors will be issue under one ticket. If you required multiples tickets under one PNR, our services fees will be charged per issued ticket. We can issue multiple tickets upon request, however if you wish to ticket some of the sectors in your GDS, these sectors must be issued in advance before queueing the bookings over, so Virgin Atlantic Flightstore can issue the remaining sectors from your PNR, in case the other sectors haven't been issued, Virgin Atlantic Flightstore will not accept your bookings and your PNR will automatically be queued back to you.

Virgin Atlantic Flightstore will verify the stored fare and, once payment is taken, issue the tickets. If your booking has missed the ticketing time limit, or does not have a valid stored fare, we will be in touch for clarification. We can only issue tickets within office opening hours, so please take this into consideration when transferring your booking. Once the tickets are issued, it will be grabbed onto our back-office system and queue back to you immediately. It might take longer if we find any problems grabbing onto our system, however, once the problem is rectified, it will be queued back as normal.

### **Post Ticketing Amendments**

When the booking is queued back to you, please be advised that you are responsible to managing the schedule changes queues. With regards to **involuntary** schedule changes, you will need to find a suitable alternative for your client. You will then need to transfer the ownership back to us and we will reissue the ticket with accordance to the Virgin/Delta's schedule change policy.

For any **voluntary** post ticket amendments, please quote these via your own GDS system prior to queueing the bookings over. We will also require an email advising of the new flights details along with any additional costs for making the change. Virgin Atlantic Flightstore reserves the right to queue bookings back to you if a calculation mask for the new flights have not been stored and advised by email. Failure to provide the necessary information to reissue the tickets could potentially trigger delays and missed ticketing deadlines which will be at booking agents' risk.

## Terms of Use

Please ensure that the below points are adhered to:

### Pricing

Please quote and book using negotiated pricing to ensure flight sectors are held in a required class. Refer to the individual airline nett fare guides for advice on pricing policies.

### Ticket deadlines

Ticket deadlines advised on our website and within the nett fare guides are estimated based on airline fare rules, and are subject to the correct application of booking remarks and procedures.

We strongly recommend that you check individual fare rules for applicable advance purchase / sales restrictions as well as the airline ticket deadline vendor remarks as the most restrictive conditions must be adhered to. Bookings with a missed ticket deadline will not be accepted for ticketing.

### Point of Sale

Bookings must be created in a UK-based PCC in order to obtain the correct inventory for the UK market.

### Married Segment Logic

Most airlines allocate seat inventory based on the passenger's entire journey point of sale and farebasis associated with the itinerary. When a flight is shown as part of a connection, the entire connection must be sold together (through fare). Breaking the married segment logic, eg. by cancelling part of an itinerary is a violation of the Origin & Destination (O&D) decision made at sell time is not permitted.

### Churning

Once the PNR has been created, any repetitive cancellation, duplicated bookings or segments could be considered as a churning. Exceptions might be applicable, please contact VAFS if in doubt.

### Service Requests

Many service requests eg. meals/seating/wheelchairs can be added and confirmed prior to transferring ownership to VAFS. Once the tickets are issued and queued back, any post-ticketing requests can also be done by the booking agent.

### ADMs

By ticketing a booking through VAFS, you are accepting responsibility for all actions in its original creation and management in the GDS before and after ticketing. Virgin Atlantic Flightstore cannot accept liability for any failure to add essential booking remarks, inaccurate ticket deadlines, incorrect pricing, GDS misuse or undeleted HX sectors. We withhold the right to ask for the booking to be queued back to us at any point for the purpose of investigation when the PNR is still live in the GDS (PNRs must be queued over within 2 business days). Therefore, since purged PNRs cannot be queued back, in case of receiving an ADM, it is the booking agents' responsibility to investigate and provide evidence for a dispute process (within 5 business days), otherwise Virgin Atlantic Flightstore reserves the right to pass on any associated financial penalties and ADMs applied by the airlines onto the booking agent.

### APIS

Please ensure that all relevant information required for ticketing is included within the booking prior to transferring ownership to us. Failure to include the required information, booking agents might be at risk of missing ticketing deadlines.

In accordance with IATA Travel Agency Handbook Resolution 830d, all travel service providers are required to include passenger contact information in the Passenger Name Record (PNR). Please see below entries to be included at the time of ticketing process.

Mobile: 3SSR CTCM AC HK1/14165551212-1.1 3SSR CTCM AC HK1/14165551212/FR-1.1

Email: 3SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM -1.1 3SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM/FR-1.1

Refused: 3SSR CTCR AC HK1/REFUSED TO PROVIDE-1.1

**\*\*Failing to adhere to IATA's guidelines may result in a delayed ticketing process.\*\***

## Contacts

Our team of professionals will provide you with exclusive support should you need any assistance. Office hours are Mon-Fri 8-7, and Sat 9-3.

### **VAFS Flights**

0151 350 1120

[info@vaflightstore.com](mailto:info@vaflightstore.com)

### **VAFS Groups (for bookings for over 9 passengers)**

0151 350 1121

[groupflights@vaflightstore.com](mailto:groupflights@vaflightstore.com)

## Service fees

The fares are nett and do not include Virgin Flightstore service fees, which are applicable to all bookings at time of ticketing as follows -

**Economy:** £15 per ticket

**Premium cabins:** £20 per ticket

**Post ticketing fees:** Amendment £35 | Fare refund £35 | Tax only refund £10

*When a booking contains a mixture of cabins, the highest service fee will apply*