

# Hints & Tips

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to help you out

# Disruption Tips

## **Locate Airline Covid Policies**

We publish airline Covid-19 policies as soon as we get them, these can be found [here](#).

## **Disruption Cancel Button**

In the event of significant disruption, where the airline policy permits and your customer is not already checked-in, you can use our 'Disruption Cancel Button' to remove the flights from a PNR and avoid a no show.

This button removes the flights from the booking, but keeps it open allowing you time to decide with your clients what the next action will be: either refund or Exchange Travel Credit. The booking status will appear as 'Post Ticket Sectors Cancelled' when this function has been used. If this button is not used, then the booking will no-show and the refund will be as per fare rules which in most cases is a partial tax refund. You can find out how to use the 'Disruption Cancel Button' [here](#).

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.

## **Creating and Redeeming Exchange Travel Credits**

Our system allows you to create and redeem Exchange Travel Credits. Click [here](#) to view our 'How To' guide for your reference.

# 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.

### **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'.

## 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.

## Pre-ticket Cancellations

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

## Schedule Changes

### Unticketed bookings:

1. Schedule changes that the airline defines as minor will be auto-accepted without any action required from you.
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](#).

# 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](#).

### **Manual Ticketing Error**

If there is a ticketing error 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, Costs, Dates of Birth and Payment Method.

You will also need to make sure the card is registered to your business and that you have your cruise/hotel documentation if required, as per the fare rules.

### **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.

## Reduced Refund Timelines

As of 6 December 2021, the timeframe that GDS refunds are issued within reduced from 2-4 weeks to 7 days. Credit notes will be issued within 24-48 hours and if not used to reduce a direct debit (where applicable), the refund payment will be sent by automated bank transfer the following Monday.

***BSP Link refunds are still taking up to 12 weeks, however the number of airlines refunding in this way has significantly reduced over the year.***

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## 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. How do I cancel my booking in your system?**

**A.** Your Aviate online accounts offer functionality to cancel bookings. Here's how to go about it depending on why you're cancelling:

- Unticketed bookings: can be cancelled for any reason with no penalty using the 'Cancel Booking' button on your booking display screen.
- Ticketed bookings where an Exchange Travel Credit is required\*: to cancel the booking but retain the value of the ticket for use later (known as an Exchange Travel Credit), read our step by step instructions in this [guide](#).
- Ticketed bookings where a refund is required\*: cancel in your account using the 'Cancel Booking' button on the booking display screen. Now head to the contact form for Virgin Atlantic Flightstore, depending who your booking was with, where you'll select Flights, then Refunds. Add the details when prompted and submit.

***\*Remember to check airline policy before cancelling.***

**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 (using the forms linked above!) to add on the infant 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.

# 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. In order to hit these response times, we rely on your enquiries landing in the correct inbox and containing the correct information.

To facilitate this, we created a simple to use contact **form** as an alternative to multiple email addresses and phone numbers, which offers the following benefits when submitting a new enquiry:

- 1.** It prompts you for the necessary information without which, time is lost whilst we contact you for further information.
- 2.** It sends your enquiry directly to the appropriate team saving you the guess work in choosing which email address you need, and reducing the time that it takes us to action/respond.

## **We are with you**

We are keeping everything crossed ahead of the next Covid-related updates from the UK's leaders, but rest assured that should we need it, our **crisis management plan** is ready to action in an instant.