

Virgin Atlantic Sales Bulletin

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Chauffeur Cars Booking Process

Beginning June 8th, 2016, Virgin Atlantic Airways will send instant confirmation emails on all chauffeur car bookings.

There are two ways to book a chauffeur car:

1. VAA website through [Manage My Booking](#)
2. Upper Class Support 1-800-862-8621

That's right, once you book the chauffeur car, you will receive an immediate confirmation email for all bookings within 330 days in advance of the journey. So you can rest assured everything is arranged.

What must you do now?

- **Ensure all existing chauffeur car bookings have been updated to include an email address. This must be completed by June 7th, 2016 at 11pm. By doing so, you will receive a confirmation email for the chauffeur car booking**
- **After June 8th, STOP using your GDS to book chauffeur cars. IMPORTANT: Virgin Atlantic will no longer be able to read any chauffeur car (limo) SSR entries and the car will NOT be booked**

In addition, Virgin Atlantic is also working with GroundSpan to provide an online booking tool for agents and customers. We'll keep you updated on when this new enhancement will be available for you to use.

FAQ

Why is VAA making these changes?

To provide an improved customer experience with the ability to book up to 330 days in advance, and to provide instant confirmation the chauffeur car is booked.

What happens to the bookings made prior to June 8?

All chauffeur cars booked prior to June 8, which have an email address, will receive an email confirming the chauffeur car booking. Therefore, please be sure to go into all car service bookings and include an email address in the record.

Do I have to put anything different into the booking?

You are not required to do anything different within the bookings. Simply book chauffeur cars using either of the two options listed above.

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Further details can be found on our www.vsflyinghub.com

If you have any queries relating to this communication, please contact our Sales Support – HKG.SalesSupport@fly.virgin.com or +852 25323080.