

Virgin Atlantic Sales Bulletin

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Virgin Atlantic Changes to Upper Class Ground Transportation Offering

We need to let you know about some changes we're making to our Upper Class ground transportation offering.

We are always evaluating our services to ensure they meet the needs of our customers. As the habits of our Upper Class customers change and the demand for complimentary ground transfer continues to decrease, we've made the decision to change how we offer this service.

- For flight bookings made on or after 01 July 2020, we'll no longer offer complimentary ground transfers* as part of our Upper Class service.
- Customers booking in J, C, D class who book a flight before 01 July 2020 have until their travel date to book their complimentary ground transport.
- All current bookings will be honoured.
- All customers travelling in any cabin can book a chauffeur car at a preferential Virgin Atlantic rate.

All customers travelling in Upper Class and Delta One arriving at Heathrow, whether by personal vehicle, taxi or pre-booked chauffeur car, will still have full access to our exclusive Upper Class Wing drive-thru experience, and we look forward to welcoming our customers there again the next time they are travelling with us. There's no need for them to register, they can just arrive and will be welcomed by our team.

* includes chauffeur cars, limobikes and Heathrow and Gatwick Express tickets.

If you have any queries relating to this communication, please contact our Sales Support – HKG.SalesSupport@fly.virgin.com or +852 2532 3080.