

 VSbulletin

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VSbulletin – Extra Seats

Buying extra seats can help to maintain proper social distancing on the plane amid the coronavirus pandemic and curb the spread of the virus.

Agents can either reserve an extra seat in a single record at the first attempt reservations or add a separate record to an existing record for personal comfort. If an extra seat is required for medical reason, it is important to notify our Special Assistance team to ensure the customer is fit to fly.

Here are the key points for booking an extra seat:

- No taxes or fees will be collected for the additional seat.
- Flying Club mile cannot be earned for the extra seat booking.
- Points cannot be used to purchase an extra seat.
- If the customer has purchased a seat with points and then wants to purchase an extra seat. This can be done by booking the extra seat in Classic and withholding the taxes.
- Inclusive tour, child or other related fares such as spouse, agent or ship's crew may not be used.
- Checked baggage allowance will not increase.
- Customers will receive a ticket for their flights and a separate ticket for their EXST.
- Customer's requiring extra seats on codeshares or other airlines must contact the operating airline directly.
- Date change or cancellation – Even though the customer has 2 seats booked, only one change fee should be charged.
- 932 ticket stock
- Extra seats can be booked in all 5 of our services
- The additional charge for the extra seats must not be less than the fare paid for the customer's first seat.
- Please note the surname on the EXST booking should be the same as the passenger. The first name should be EXST for the extra seat booking.
- Cross reference TCP in both records is necessary if extra seat is booked separately
- Conjunction ticket number data must be input in the Ticket Endorsement of the Extra seat ticket
- Agent is able to assign the seating online after ticket issuance

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