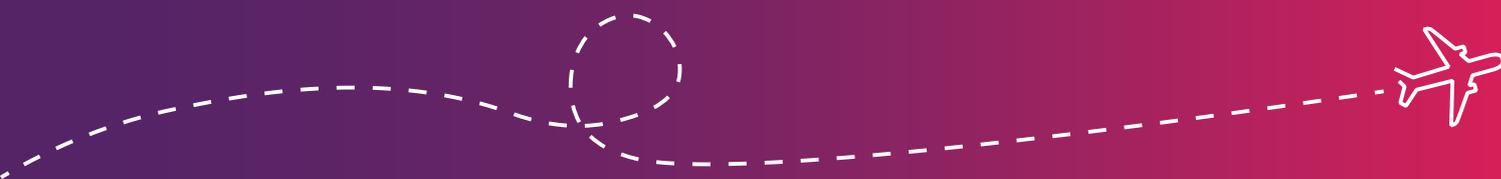


WELCOME TO VIRGIN ATLANTIC FLIGHTSTORE

This document gives you a quick overview of how the process works and includes information that should be read before using our online booking engine.

A full step by step booking guide is available **here**.



Book

1. Go to www.vafightstore.com and log-in using the User Name and Password you have been supplied with
2. Search for your customer's flight dates
3. Select flight dates and a fare
4. Complete your booking – ensure you have selected the right product (e.g. a fare including baggage if required)
5. A confirmation of the itinerary and fares/taxes/fees will be emailed to you.
You must note the ticketing deadline if you are not ticketing straight away.

See our [User Guide](#) for a full step-by-step guide to our booking process.

Notes:

- a) All booking and ticketing must be completed via vafightstore.com
- b) Fares will be nett and non-commissionable. You will need to separately charge your clients for your services.
- c) Fares will be in GBP
- d) Only fares to/from Lagos will be displayed
- e) No fares for any other airline or any other discounted fare type will be available
- f) Any post-ticketing amendments or cancellations must be directed to the Virgin Atlantic Flightstore Helpdesk – info@vafightstore.com *All support is based on UK hours and in English only, open between the hours of 08:00 – 19:00 Monday to Friday and 09:00 – 15:00 on a Saturday
- g) We reserve the right to invoice any Agent for transaction charges that should have been applied at the time of payment

Pay and Ticket

1. At the time of making your booking you can opt to Pay and Ticket straight away, or hold the seats as an Option for 72 hours if the fare permits this – some special offer fares must be ticketed the day of booking
2. If you hold the seats as an Option you must take note of the Ticketing Deadline
3. You must come back onto vafightstore.com, retrieve your booking, then Pay and Ticket **before** the Ticketing Deadline**

Any booking not ticketed by the Ticketing Deadline will automatically be cancelled

Payment

1. Pre-paid Allowance:

Create a credit allowance by transferring funds into your Flightstore account. You can then issue tickets against this 24|7, then top up as needed

2. Bank Transfer:

Transfer the value of tickets from your* bank account into ours. You must allow sufficient time for the funds to clear into our bank in advance of the Ticketing Deadline.

**The transfer must come from your agency account and not from the customer or any 3rd party*

3. Credit or Debit Card:

Card payments can be made securely online, including Nigerian issued USD/GBP cards. This must be a corporate card from your agency. We cannot accept customer or 3rd party cards.

4. No cash payments:

We cannot accept payments made by cash into our bank account as we are unable to verify the source of the funds. We recommend agents take any cash payments themselves, and then use one of the three options above.

No tickets will be issued against funds transferred to us in cash.

You can see our bank details [here](#).

Fees

We charge a fee for each ticket issued. This fee is clearly shown in your price breakdown:

Economy - £15 per ticket

Premium – £25 per ticket

Upper Class - £25 per ticket

Amendment (after ticket issue) & Ticket Reissue:

£35.00 per ticket, in addition to any airline fees and conditions

Processing of Ticket refunds:

£5.00 per ticket for tax only refunds, in addition to any airline fees and conditions

£25.00 per ticket for fare refunds, in addition to any airline fees and conditions