

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.

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Book

- 1 - Go to www.vaflylightstore.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.
- 6 - 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 [vaflylightstore.com](http://www.vaflylightstore.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, along with US connections where available
- e) No fares for any other airline or any other discounted fare type will be available
- f) We reserve the right to invoice any Agent for transaction charges that should have been applied at the time of payment

Pay & 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 vaflightstore.com, retrieve your booking, then Pay and Ticket before the Ticketing Deadline

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

Amendments

- 1 - Pre and post ticketing amendments can be actioned on the Flightstore website.

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

Payment

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. All payments must be made into the your unique account, details of which have been provided to you. Please quote your WH number as the payment reference, as provided to you, and the PNR. Failing to do so may delay funds from being allocated correctly to your account.

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

Making Payment in GBP

Payments must be made into your individual (“virtual”) bank account which you have been provided.

Payments made into your GBP virtual bank account are automatically topped up and funds will be available to use within 15 minutes of transfer.

This is the quickest way of ensuring funds are available to ticket.

Bulk Payment Transfers in GBP

Simply make the payment into your unique account. Once the funds have been received into our bank account along with your WH number the funds will be loaded onto your credit allowance and you can issue the tickets through the normal ticketing process against your credit allowance.

Individual Booking Payment Transfers in GBP

Load up the PNR for which you would like to make payment and ticket.

On the display booking page click '**Pay & Ticket**' Select '**Bank Transfer**' from the payment method drop down list and then click the option '**Ticket Request**'.

The amount to pay in GBP will then be displayed on screen. You will then need to transfer the payment into your GBP account.

Once our Finance Team have received the payment in GBP. The status of your booking will be updated to '**Booked not Ticketed**'.

At this point, you can now issue the tickets using the funds on your account (as Credit Allowance). To do this simply load up the PNR for which you would like to pay and ticket and click '**Pay & Ticket**' selecting '**Credit Allowance**' from the '**Payment Method**' drop down list.

Agree to the terms and conditions, tick to confirm the value to be taken from your credit allowance for the booking and then click '**Ticket**'.

The tickets will now be issued, payment will be taken from your Credit Allowance and the Passenger Itinerary Receipt will be emailed over.

Making a payment in USD

Payments must be made into your individual (“virtual”) bank account which you have been provided.

Our finance team will need to confirm receipt of funds before your balance is updated.

Please note this is a manual process and can only be done within our finance teams working hours of 09:00–17:30 Monday to Friday.

If urgent tickets are to be issued please do choose another payment method for your funds.

Bulk Payment Transfers in USD

Simply make the payment into your unique account. Once the funds have been received into our bank account with your WH number, they will be exchanged into GBP and then loaded onto your credit allowance and you can issue the tickets through the normal ticketing process against your ticketing allowance.

Individual Booking Payment Transfers in USD

Load the PNR for which you would like to make payment and ticket. On the display booking page simply click ‘**Pay & Ticket**’.

Please note: Once our Finance Team have received your payment in USD, the funds will be exchanged and applied to your account in GBP. This is a manual process and therefore can only be done during our Finance Team’s working hours which are **09:00-17:30** GMT Monday–Friday. Whilst this process, your booking status will be updated to ‘**Booked not Ticketed**’

Select ‘**Bank Transfer**’ from the payment method drop down list and then click the option ‘**Request USD price**’

The booking total will now be displayed in USD. If you are happy with the value to pay and agree to the terms and conditions, tick the option to confirm payment will be made in USD. Once both tick boxes have been selected click the ‘**Ticket Request**’ button.

Once the ticket request has been made, an email will be sent over to you to confirm the amount to pay. You will then need to transfer the payment into our account in USD.

At this point, you can now issue the tickets using the funds on your account (as Credit Allowance). To do this simply load up the PNR for which you would like to pay and ticket and click '**Pay & Ticket**' selecting '**Credit Allowance**' from the '**Payment Method**' drop down list.

Agree to the terms and conditions, tick to confirm the value to be taken from your Credit Allowance for the booking and then click '**Ticket**'.

The tickets will now be issued, payment will be taken from your Credit Allowance and the Passenger Itinerary Receipt will be emailed over.

Credit or Debit Card:

Card payments are accepted, including Nigerian issued GBP cards. This must be a corporate card from your agency. We cannot accept customer or 3rd party cards. For payment via a Credit or Debit card, please email the Customer Support Helpdesk for the payment link email. You must allow sufficient time for the process in advance of the Ticketing Deadline. We accept most major Credit and Debit Cards; the following charges will apply: Debit Card 0.5% Credit Card 2.5%

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.

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.

Support

Customer Support Helpdesk – vsflights@vaflightstore.com

Finance – aviateaccounts@travelinnovationgroup.com

Monday - Friday: 09:00 - 22:00

– Anything received before **19:00** will be actioned same day

Saturday & Sunday - 09:00 - 18:00

– Anything received before **15:00** will be actioned same day

Our Saturday hours are for **emergencies only**, anything not departing within 48 hours will be dealt with on the following Monday.

We endeavour to action all requests received in our inboxes within 3 hours. Anything received by us after 4pm, may need to be looked at as a priority the next working day. If for any reason we are unable to action your request within the above timeframes we will endeavour to notify you with a resolution and/or progress made on any query.