



Virgin Atlantic Flightstore's Help Centre

Your dedicated space for everything customer support

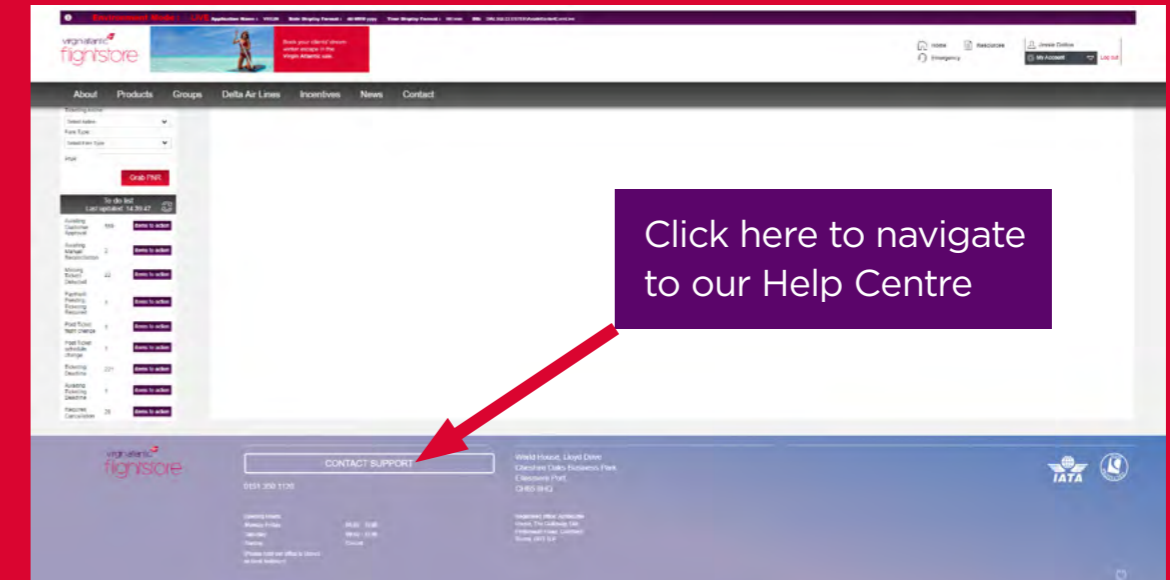
A new, more efficient way for you to communicate with our teams so we can resolve your queries quicker.

Key benefits:

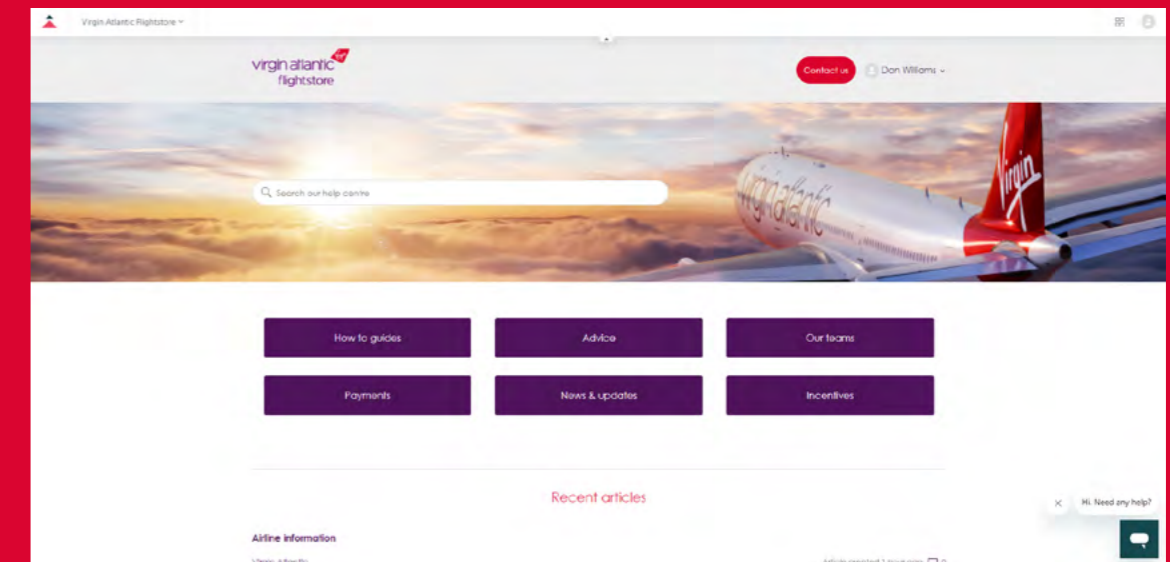
- Contact us how you want and when you want. You will have 24|7 access to the Knowledge Bank and the Contact Form within the Help Centre, plus all of the traditional methods of communication such as phone and email - so you have the choice of how you would prefer to reach us.
- We can guarantee faster resolutions through the Contact Form on the Help Centre due to the smart functionality of our Contact Form sending each query to the relevant team.
- The Knowledge Bank within the Help Centre has plenty of useful resources, frequently asked questions, training videos and more. Keep your eyes on this as you may pick up some shortcuts to help your day-to-day.

You can access the Help Centre from every page of the Virgin Atlantic Flightstore booking system, so you can submit a query whilst you're working. Plus, your log-in details will be the same as your log-in for the Virgin Atlantic Flightstore booking system making the transition between the two streamlined and simple.

Here is an idea of how to navigate to the Help Centre from Virgin Atlantic Flightstore's Booking System and what button to be looking for:



Here is what the Help Centre homepage looks like:



Frequently Asked Questions

1. What are our options of communication with Virgin Atlantic Flightstore Flights?

- Phone
- Email
- Contact Form

2. What communication method will have the quickest response?

- Contact Form

3. Why has this change come about?

We want to make life easier for you. After carrying out feedback in 2022 we have found that you want to get in touch with us in a variety of ways. We know it's not a one-size-fits-all approach, so we want to give you more options on how you can reach us.

We also wanted to improve our response times, so we streamlined our workflows and our teams as a result. And finally, we have also created the Knowledge Bank which is to further educate you and offer the ability to self-serve if that's what you prefer.

4. What teams/departments can I raise a query to through the Help Centre?

- Virgin Atlantic Flightstore Flights; Reservations, Schedule Changes, Ticketing, Post Ticket Amendments, Refunds
- Virgin Atlantic Flightstore Partnerships
- Virgin Atlantic Flightstore GDS Help Desk

Log in to [Virgin Atlantic Flightstore](#) to take a look around our Help Centre.

We Are With You ✈️
