

Virgin Atlantic Stop Press

This information is just for you. Please don't share it externally.

Virgin Atlantic Stop Press 806

UPDATE: Changes to Economy Advanced Seat Assignment (ASA)

We let you know a while back that we were making some changes to the way your customers can choose their seat before their flight. Our new system goes live on 18 November 2014 and will improve options if your customers want to choose a specific seat further in advance.

Once check in opens, 24 hours before their flight, customers can choose their seat online for free.* However, if they want to select specific seats before then, they will be able to do so from 336 days before their flight, for a fee.

The fee doesn't apply if they are:

- Customers travelling in our Upper Class cabin
- Customers travelling in our Premium Economy cabin
- Customers travelling in Economy - Y or B booking classes only
- A Flying Club Gold member
- A Delta SkyMiles® Diamond, Platinum or Gold member
- Customers travelling on all Little Red services
- Customers travelling on a negotiated Corporate fare **
- A customer travelling as part of a group via our in house Groups department
- A customer travelling on or before 16 January 2015 who chose their seat on or before 17 November 2014 (from 60 days before their flight)

Travel agents will continue to have the ability to assign seats in the GDS for Upper Class, Premium Economy and exempt Economy booking classes – 'Y' & 'B'.

ASA requests for all other Economy booking classes and exempt passenger categories (as above) must be requested online via manage my booking.

Flying Club benefits

In addition to the exemption for Flying Club Gold members above:

- Silver members will be able to choose their seat for free, from 14 days before departure
- Red members, will be able to choose their seat for free, from 72 hours before departure

Virgin Atlantic Stop Press

This information is just for you. Please don't share it externally.

Seating families

We will identify a child SSR present in the PNR and will try to seat families together, free of charge, before online check in opens 24 hours before departure. We'll assign seats on a first come first served basis.

If we can't seat all the family together, we'll make sure each child under 12 years old is seated with an adult from the family group.

If your customers want to make sure all their family are sitting together, they can use the seat selection process above to choose their seats either when they book, or anytime up to 336 days before their flight, for a fee.

* This doesn't apply to extra legroom and exit row seats.

** Please ensure the corporate identifier (deal code/ticket designator) is in the PNR OSI as instructed on the individual ticketing instructions provided by VAA Corporate Sales. This must be present in the PNR, before pre assigning seats.

To find out more about our seating options, click [here](#).

If you have any questions about this, please contact Sales Support at sales.support@fly.virgin.com or on +44344 2097705.

For all other Stop Press information, please visit <http://www.vsflvyinghub.com/updates/stop-press>