

Virgin Atlantic Stop Press

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Virgin Atlantic Stop Press 813

UPDATE: Onboard meal choices

We've made a few updates to our onboard meal choices that we want to share with you. All of these will be available in each of the GDS systems. Each meal type is outlined below:

Notification	Communication
CHML & BBML	<p>At the time of booking, please inform all passengers who are accompanying children aged 12 and under, that they can either request a child or Baby meal via 'Manage My Booking' on the Virgin Atlantic website</p> <p>OR</p> <p>You can request through your own GDS system, however, requests made at -48 hours prior to departure will not be fulfilled as per the Virgin Atlantic terms</p> <p>CHML: 12 months – 12 years. A substantial meal designed specifically for the younger market</p> <p>BBML: 12 months and under. Meals consist of jars of baby food</p>
KSML	<p>Unfortunately we are not able to offer Kosher meals from the following:</p> <ul style="list-style-type: none">❖ Lagos❖ Mumbai❖ Delhi❖ St Lucia❖ Barbados❖ Antigua❖ Grenada❖ Montego Bay <p>We do offer an alternative of un cut fruit for both on board food services from these stations. If you enter the KSML code from these destinations, un cut fruit will automatically be provided for the customer.</p> <p>We also ask passengers to bring additional food in these circumstances along with apologising for any inconvenience caused.</p> <p>Here at Virgin Atlantic we are unable to offer different variations of Kosher meals including different variations of Kosher meals within the Jewish faith, gluten free, fat free, vegetarian or vegan.</p>

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<p>Religious Meals including KSML HNML AVML</p>	<p>At Virgin Atlantic we are not able to offer different variations of religious meals. We offer standard Hindu, Muslim and Kosher meals.</p> <p>Please do not attempt to book variations of religious meals under the XXML (medical meal) code or in the SSR as this will result in the passenger's meal not being fulfilled.</p> <p>Please note Hindu meals HNML and Asian Vegetarian meals AVML are both vegetarian dishes.</p>
<p>XXML</p>	<p>It's really important that medical meals are only booked and confirmed by Virgin Atlantic Special Assistance.</p> <p>Please refer all customers requesting this meal to Virgin Atlantic. Booking agents who do not work within Special Assistance should not attempt to confirm an XXML as there are limited dishes to choose from under this code.</p> <p>Any trade agents requesting XXML meals via their own GDS systems will result in the passenger's request not being fulfilled.</p> <p><i>In addition, please do not request meals using the SPML code. Requests under this code will be sent a NO response (meaning no action taken).</i></p>
<p>VJML</p>	<p>Jain Meals should only be booked under the standard IATA code VJML.</p> <p>The old code JNML has now been removed from the system and the meal ordering system caterers use to process the bookings no longer recognise the old format.</p> <p>Anybody attempting to book Jain Meals under the old code will result in the passenger's request not being fulfilled.</p>
<p>Cancellation /changing flights</p>	<p>When cancelling or changing flights in any of the GDS systems (VEGA, SHARES etc.), agents MUST transfer the SSR details for any special meal requests from the previous booking.</p> <p>The passenger's special meal will not be fulfilled on the new flight if the SSR is not transferred.</p>
<p>Special Meal request cut off times</p>	<p>As per the Virgin Atlantic Terms & Conditions, special meals cannot be guaranteed if requested <48 hours prior to departure.</p> <p>Please kindly remind all customers of this at the time of booking.</p>

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Enter passengers full names	If a booking is confirmed under passenger initials, the special meal request will be lost in the ordering system. To avoid this, please make sure that you use the full passenger name.
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Don't forget, it's really important to assign the correct meal types to each booking to make sure that all of our customers are happy with our onboard service.

All meal choice requests that are already booked will be honoured – we will work with the caterers on a case by case basis if there is an issue to ensure they are supplied.

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 www.vsflvyinghub.com/updates/stop-press