

Virgin Atlantic Stop Press

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Virgin Atlantic Stop Press 867

UPDATE: Chauffeur Cars – Booking Process

We need to let you know that there will be a faster way to book chauffeur cars. Our new online booking tool makes it quicker and easier for you to make and manage bookings for your customers.

From the 8 June 2016 Groundspan (<https://www.groundspan.com/>) will provide an online booking tool which will enable:

- Instant access for all chauffeur car booking requests.
- Convenient 24/7 booking. You or your customer can change the time/location or cancel the booking at any time between 330 days and 12 hours prior to departure; providing more flexibility.
- All customers' details are passed to the chauffeur car company. So they can contact the customer with any updates or issues.

There are also two other ways in which you can facilitate these requests

- Via the VAA website through [Manage My Booking](#) or Upper Class Support 0344 579 1111
- Once booked you will receive an instant confirmation email up to 330 days in advance of the journey. So you can be rest assured everything is arranged.

In readiness for the move to Groundspan please ensure all bookings with chauffeur cars have been updated by 11pm on 7 June 2016 and include email addresses.

Please note that from the 8 June 2016, we will no longer be able to read any chauffeur car (limo) SSR entries and the chauffeur car will not be booked.

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FAQ

Why is VAA making these changes?

To provide an improved customer experience with the ability to book up to 330 days in advance.

Provide instant confirmation providing re-assurance.

What happens to the bookings made prior to June 8?

All chauffeur cars booked prior to June 8 will be migrated into Groundspan and an email confirmation will be sent.

Do I have to put anything different into the booking?

You are not required to do anything different within the bookings, but book through any of the three ways above.

Further details can be found on our www.vsflyinghub.com

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