

# Virgin Atlantic Stop Press

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

## Virgin Atlantic Stop Press 872

### 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 (powered by Groundspan) makes it quicker and easier for you to make and manage bookings for your customers.

From the 8 June 2016, chauffeur cars need to be **booked as follows**;

1. Customer self-service booking website (**Launching 8<sup>th</sup> June**)
  - Once a customer has had their flight booked, they will be able to book their own car using the link in Manage My Booking via <http://www.virgin-atlantic.com/>.
2. Via the Virgin Atlantic contact centre (**Launching 8<sup>th</sup> June**)
  - Any TMC who does not have access to the booking toolset at go live, can have their cars booked on their behalf by the Contact Centre or Upper Class Support
3. Using the GDS-integrated GroundSpan booking toolset (**Soft Launch after cutover**)
  - This tool will not be available to the TMCs at go-live, this will be introduced as part of a phased approach. For those who do not already have access to the booking toolset, communications will be sent following go live

Cars will not be able to be booked by adding an OSI to the PNR, as they are today, as there will be no system to read the OSIs and book the cars with the relevant vendor.

#### **Benefits for the new booking tool:**

- 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
- Once booked (via the contact centre or manage my booking) an instant confirmation email will be sent, up to 330 days in advance of the journey. So you can be rest assured everything is arranged.

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**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.**

## **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. Please do not input a OSI into the PNR as the system will not book the cars.

Further details can be found on our [www.vsflvyinghub.com](http://www.vsflvyinghub.com)

If you have any question about this, please contact Sales Support at [sales.support@fly.virgin.com](mailto:sales.support@fly.virgin.com) or on 03442097705