

Virgin Atlantic Stop Press

Stop Press 893: System upgrade this weekend- AIR4

We need to let you know that we will be transitioning to a new Passenger Service System, called AIR4, this weekend. AIR4 is a bespoke version of our JV partner, Delta's, own bespoke system called Deltamatic. AIR4 will further improve Virgin Atlantic's customer travel experience and provide trade partners with more choice and better service.

There will be an outage period from 12:00 GMT 12 November until Sunday morning 13 November. During this time, our Virgin Atlantic website and call centre will both be available, but we will not be able to accept any new bookings, amend existing reservations or amend chauffeur car bookings. We are geared up with increased call centre and airport staff during this time to answer customer queries. We have also reduced the number of flights over the 12-13 November weekend to reduce inconvenience to customers.

Online check in will be limited for certain flights before and after the outage period and customers who are impacted will be informed of any changes via email and SMS. In addition, some customers flying during the outage period will be advised to check in online through Virgin Atlantic's joint venture partner website www.delta.com. Customers will be able to check in as usual at the airport.

We have conducted robust end-to-end testing of AIR4 prior to cutover to ensure a seamless experience for our trade partners. In particular, please note that PNRs will be updated with a new VS record locator.

We expect AIR4 to be up and running by approximately 02:00 GMT on Sunday 13 November with GDS links following through Sunday morning. There will be no changes to the way an agency books with us on AIR4 in the future via any GDS.

Call to action to support our mutual customers during this outage period:

- Advise customers to check in and arrive to the airport extra early
- Ensure customer contact details are in the PNR in the event of any disruptions to our service
- Prepare to review your queues for updates after the outage is complete
- Ensure bookings with ticketing time limits expiring during the outage period are ticketed in advance

Please see a high level schedule of events for the cutover weekend outlined below:

Saturday 12 November

13:30 No further transactions on Virgin Atlantic direct channels

13:35 LHR kiosks not available

14:00 – 14:30 Inventory suppressed, GDS bookings not available

16:00 Closure of current PSS starts, data migration begins

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Sunday 13 November

01:00 AIR4 Go Live

01:55 New Virgin Atlantic Website

00:00 – 06:00 GDS links begin pointing to AIR4

Our trade website www.vsflvyinghub.com/air4 will not be affected by this upgrade and will therefore be available for regular updates over the weekend. If you do need to log an issue with us after the upgrade on Sunday morning, please use the following link www.vsflvyinghub.com/air4support

For urgent queries, please contact your Virgin Atlantic Account Manager directly.

We would like to thank you for your understanding and support during this period of upgrade.

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