

Virgin Atlantic Stop Press

Virgin Atlantic Stop Press 905 – Flying Club Membership Number Changes

We need to remind you that since our technology investment and changes to our Flying Club programme on the 13 November 2016, all of our Flying Club membership numbers have now changed.

In order for your customers to benefit from our Flying Club loyalty programme you will need to ensure that all their profiles are updated with their new Flying Club number. Should this not be updated your customers' will not be recognised for their loyalty and will not receive their Flying Club benefits.

To distinguish between the old and new numbers we have provided an example below: -

Old Number – 00834098654 (start with 006, 007, 008 and 009)

New Number - 1064923710

As you can see from the example above we have moved from an eleven digit number to ten; therefore, if all profiles that you hold for your customers have a ten-digit number and the number has been added to the booking, they will receive all their Flying Club benefits.

The new Flying Club membership numbers will no longer change when the member moves between Flying Club tiers, therefore members will always keep the same number. New packs will be distributed to Silver (previously 008) and Gold (previously 009) members.

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

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