

## Galileo Best Practice Booking Process for Virgin America

Virgin America is a “ticketless carrier” which means that payment is required at time of booking and the fulfillment is performed at Virgin America’s reservation system. In Apollo, fulfillment of a Virgin America booking is accomplished by using Apollo’s Guaranteed Payment functionality. For multiple passenger travel, only book passengers together who are paying with the same credit card. Upon completion of the Virgin America PNR, Virgin America will confirm the booking and the fare, and debit the traveler’s credit card. Following is the best practice for booking Virgin America:

1. Book the air segments. Perform the shop function before ending the record and rebook if offered. When End Transact is attempted, an alert appears indicating that payment is required at the time of booking

SSR GUAR MUST BE ENTERED PRIOR TO END TRANSACT FOR CARRIER VX  
ND TL/TKTG

2. Add Car and/or Hotel segment to PNR. Since a pricing record will be required for driving an itinerary and the MIR, it is important to place these segments in the PNR prior to creating the pricing record.

3. Using SSR GUAR, add a credit card number Form of Payment message exactly as follows:

: 3SSRGUARVXNNXCC4444444444444444/DMMYY/FIRSTNAME LASTNAME

VX is the carrier code for Virgin America

NN is the status code and X is the number in party paying with the same FOP

CC is the credit card type (AX, VI, etc.)

DMMYY is the credit card expiration—D0308 for example

There is a space between first name and last name

4. Complete the PNR and End Transact. Virgin America will validate and debit the credit card and return a Virgin America record locator.

5. Retrieve the PNR and add an itinerary remark to the PNR with the airline record locator.  
Example:

RMU: AIRLINE RECORD LOCATOR: A12345

**Note:** Virgin America record locators appear in the ACKN field of the PNR

6. Build and store a pricing record which enables the issuance of an itinerary and a MIR.

## Frequently Asked Questions and Answers

### **Contact Information**

Phone: 1.877.FLY.VIRGIN

Hours: M-Su 5:00am-9:00pm PDT (Out for Sale)  
M-Su 4:30am-11:00pm PDT (First Flight)

Online: [www.virginamerica.com](http://www.virginamerica.com)

For post flight issues via Fax: 650.762.7001  
Attn: Guest Care

For post flight issues via Mail: Virgin America  
Guest Care  
PO Box 4501  
Burlingame, CA 94011

### **Q: What is the Virgin America policy concerning infants?**

A: At Virgin America, we love the little ones and welcome infants and children on all of our flights. However, there are a few things you should know if you're planning on traveling with infants and children.

1. In the interest of safety, a guest must be at least 12 years old to carry an infant onboard, and proof of age may be requested.
2. A qualified guest can carry one infant, under the age of 2, on their lap for the entire flight, free of charge. Proof of the infant's age may be requested. If preferred, the infant can travel in an adjacent seat in an approved child restraint system; in this case, the guest is required to purchase a ticket for the infant.
3. Finally, qualified guests traveling with infants under the age of 14 days may be required to have a doctor's note with them indicating it is safe for these infants to travel. Please make sure your physician says it is safe for your infant to travel if the infant is younger than 14 days old.

One infant stroller and one infant or child safety seat can be checked in addition to the free baggage allowance for each fare-paying guest at no charge.

### **Q: How does Virgin America handle check-in?**

A: Virgin America uses the electronic ticket system. We do not print paper tickets for our guests. This helps us maintain our low-cost structure and keeps our fares low. There are three ways to check in for Virgin America:

#### 1) Online Check-in

Virgin America lets you check in from the comfort of your computer 24 hours prior to your flight and up until one hour before it takes off. From our [www.virginamerica.com](http://www.virginamerica.com) homepage, click on Travel Manager/Check-in. From there you can sign in using one of two options: your Virgin America account or your last name and confirmation code. Just print out your boarding pass on your home printer, bypass the ticket line and head directly to your gate.

## 2) Kiosk Check-in

At Virgin America, your credit card can not only buy you a ticket but it can get you checked-in for your flight. Just swipe it at one of our convenient kiosks located near the ticket counter. No credit card? Don't sweat it. You can also type in your confirmation number. After that it's easy. Your reservation will appear right on the screen and you can print out your boarding pass and head to your gate.

## 3) Counter Check-in

If the good old-fashioned ticket counter is more your speed, one of our friendly team members will be happy to get you checked-in for your flight. Just remember to bring your government-issued photo ID. Show it to one of our team members they'll get you ready to head to your gate.

Virgin America offers all of these methods of check-in because we're always striving to save you time and make travel easier.

### **Q: How do you book an unaccompanied minor?**

A: Virgin America accepts the industry standard SSR UMNR. For example:

[ ] : 3UMNR/UM5 (All segments and child is 5 years old)

### **Q: Does Virgin America offer food service?**

A: Via the phone, you can order complimentary food in the premium cabin and "for sale" food in the main cabin on all flights over 2 hours. A selection of complimentary non-alcoholic beverages is available in both cabins on all flights. A selection of alcoholic beverages is complimentary in the premium cabin and for sale in the economy cabin.

### **Q: Is it possible to add SSRs for special equipment such as skis or bicycles in the PNR?**

A: No, Virgin America does not accept special equipment SSRs. To facilitate the traveler's check-in, complete the PNR process with the form of payment in Apollo and call Virgin America and inform them that the passenger will be checking in equipment when they arrive at Virgin America's airport check-in counter.

### **Q: Is it possible to request a wheelchair via an SSR in the PNR?**

A: Yes, Virgin America does support the industry-standard wheelchair SSR (WCHC). For example:

[ ] : 3WCHC/N2/FREEFORM (Passenger is immobile, name 2)

### **Q: Can seats be reserved in advanced?**

A: Seat assignments can not be requested via the Apollo PNR. Virgin America reservations (1.877.FLY.VIRGIN) can assist with seat assignments. You can see what seats are available by going to [www.virginamerica.com](http://www.virginamerica.com). When you're viewing the available flights for the dates you selected, try clicking the View Seats button. This will display a preview of available seats for a particular flight.

### **Q: Can the Frequent Flyer number—the Virgin America number—be added in the PNR?**

A: No, not at this time. Virgin America will launch a frequent flyer program in the future. Details on how to send the information will be available at that point in time.

**Q: What forms of payment does Virgin America accept?**

A: Virgin America accepts American Express, Visa and MasterCard.

**Q: Does Virgin America have a Stand By policy?**

A: If you want try your luck on same day standby, there's no charge. A confirmed same day seat will only cost \$25.

**Q: What is the maximum number of months in advance that reservations can be made?**

A: 6 to 8 months in advance, depending upon the aircraft type.

**Q: Does Virgin America file Airline Private Fares to the GDS?**

A: Virgin America is not filing any airline private fares to the GDS at this point in time.

**Q: Are government or state fares, like YCAL, available in the GDS?**

A: These fare types are currently not available from Virgin America.

**Q: Does Virgin America have military, youth, and senior fares?**

A: Virgin America does not currently publish these types of fares.

**Q: What do I need to know about cancellations and changes?**

A: Cancellations will be subject to a \$40 fee per guest. The remaining balance will be applied as a credit to your Virgin America account for travel on Virgin America within the next 12 months. If a reservation is not changed or canceled prior to scheduled departure, all money associated with the reservation is forfeited. If a change or cancellation results in overpayment, any remaining balance will become a credit with Virgin America and may be applied toward future travel for one year.

**NOTE:** Agents can change reservations in Apollo and send to VX; Cancels must be processed directly with the carrier via the above contact information

**Q: I notice that I never see Virgin America availability of less than 4 seats and then it goes to zero. If I go to Virgin America's web site and check their availability for the same flight I do see seat availability. Can I book a Virgin America flight if it shows zero availability or is the web site always going to have this advantage?**

A: Virgin America is a Standard Sell participant in Apollo and like all Standard Sell participants they close inventory when less than 4 seats are available. This prevents more than one customer from getting the last seat and resulting in dis-served customers. While inventory may show available at the Virgin America web site in some instances, that inventory cannot be requested via Apollo. It is not Virgin America's intent to have any inventory differences and we are expecting to have increased Sell functionality with them in 2007. VX can accept long sell format requests with NN when inventory shows 0. For example:

0VX123Y15NOVSFONYCNN1

**Q: My customer wants to have multiple names on a PNR and different forms of payment. How do I do this with a Guaranteed Payment carrier?**

A: At this point in time Virgin America (and other Guaranteed Payment carriers) do not support the ability to have multiple passengers and different forms of payment. Multiple passengers and the exact same form of payment are supported. If different forms of payment are a requirement, then separate PNRs need to be created. We are working on

enhancing our functionality to enable Split and Divide in order to support multiple forms of payment. The delivery date is not yet known but will be communicated when the functionality has been enhanced.

**Q. Does Virgin America accept pets on flights?**

A: Virgin America is a pet-friendly airline that accepts cats and dogs in the Economy cabin of the aircraft. Pets checked as baggage are not accepted. Each animal should be carried in its own kennel (provided by the guest), though small, compatible pets may travel together in one kennel. Puppies and kittens must be at least 8 weeks old and weaned. A maximum of two puppies or two kittens less than 6 months old may travel in the same kennel. The total weight of the animals and kennel cannot be above 20 pounds. Kennel dimensions cannot be more than 17 inches long x 12 inches wide x 8 inches high and must fit directly under the seat in front of the guest. The kennel must have proper ventilation, a floor designed to absorb and retain solids or liquids, proper fabrication to prevent the escape of the pet(s) and prevent any part of the pet(s) from protruding, and plenty of room for the pet(s) to move freely. Pets must stay enclosed in their kennels while onboard and in the airport terminal. Guests with pets cannot be seated in the exit row or the first class cabin.

We add a \$50.00 fee to the price of your ticket for the transportation of each pet (or each container, if two pets are traveling in one container as discussed above) per direction. Approved carry-on pets include cats and dogs. Please call reservations at 1.877.FLY.VIRGIN (1.800.359.3594) to make arrangements for traveling with pets. When purchasing your ticket, you will be advised to contact your veterinarian to determine stations or government requirements for pets to their final destination. And yes, carry-on pets count towards a guest's carry-on baggage allowance.

**Q. What is the Virgin America baggage policy?**

A: Virgin America guests may check up to two pieces of baggage. Each bag may weigh up to 50 pounds and the maximum size for each piece is 62 inches (length plus width plus height). Additional bags, oversized bags, or overweight pieces will be assessed a fee.

Here's the breakdown:

Additional Bags - \$50 per bag (0-50 lbs)

Oversized Bags - \$50 per bag (63-80 inches)

Overweight Bags - \$25 per bag (51-70 lbs) and \$50 per bag (71-100 lbs)

One (1) infant stroller and one (1) infant or child safety seat may be checked in addition to the two (2) piece free baggage allowance for each guest at no charge. The guest's name and contact information must be displayed on the outside of each checked bag. In addition, all of our guests can bring one carry-on and one personal item (e.g. purse, briefcase, laptop case, etc.). We also consider a child restraint system a carry-on item, unless a ticket has been purchased for the child. Guests who are dependent on wheelchairs, canes, or other assistive devices are welcome to carry these items onboard and they are not counted as either a carry-on or personal item. The maximum size of a carry-on item is 10 inches x 16 inches x 24 inches, and a maximum weight of 16 pounds, and it must be stowed underneath a seat or in an overhead compartment. Carry-on baggage is the sole responsibility of the guest. Unfortunately, we can't accept claims for lost, forgotten or stolen carry-on baggage or personal items.

Guests traveling with a large musical instrument or oversized electronic device will need to buy a seat for the item for the normal cost of the seat. They'll also need to package the item(s) appropriately. The instrument must fit inside the seat. These arrangements must be made by calling Reservations at 1.877.FLY.VIRGIN (1.877.359.8474).