Travel **INNOVATION** GROUP

HOW TO HANDLE YOUR DISRUPTED BOOKINGS

When to use this method

- If you are wanting to quote a new flight against your current fully un-flown itinerary (passengers who have not yet travelled on their existing tickets). Compare the original fare and tax total per passenger against the new fare and taxes. (Service fee is not included)

- Wanting to proceed with new dates – hold the PNR

When not to use this method

- On partially used tickets (Customers who have travelled on a portion of their ticket)

- On flights that have passenger no-shows

Creating/accepting an Exchange Travel Credit

1. **Login into your** original booking online via your Lime, Aviate or Virgin Atlantic Flightstore account.

2. Of the disrupted booking(s), make note of the:

   - original PNR
   - live e-ticket number(s)
   - passenger name(s) and DOB(s)

3. Use the 'Disruption Cancellation' button in the 'Display Booking' screen within the booking.

   This function will remove the original sectors in the booking but keep open the e-ticket for when you come to redeem your Exchange Travel Credit (ETC)

Redeeming an Exchange Travel Credit

With the original booking details at hand from the bullet points above, you can begin redeeming your ETC by creating a disruption booking in line with the airline policy's date and destination requirements, ensuring passenger names and DOB are consistent from the original booking to the new booking.

1. Login in to the system in which you booked your original tickets, via Lime, Aviate or Virgin Atlantic Flightstore websites.

2. Create a new booking in the normal way (as per and within restrictions on each airline's policy).

3. With your correct itinerary chosen and passenger information added correctly, click the 'Disruption Booking' button next to 'Pay & Ticket'.
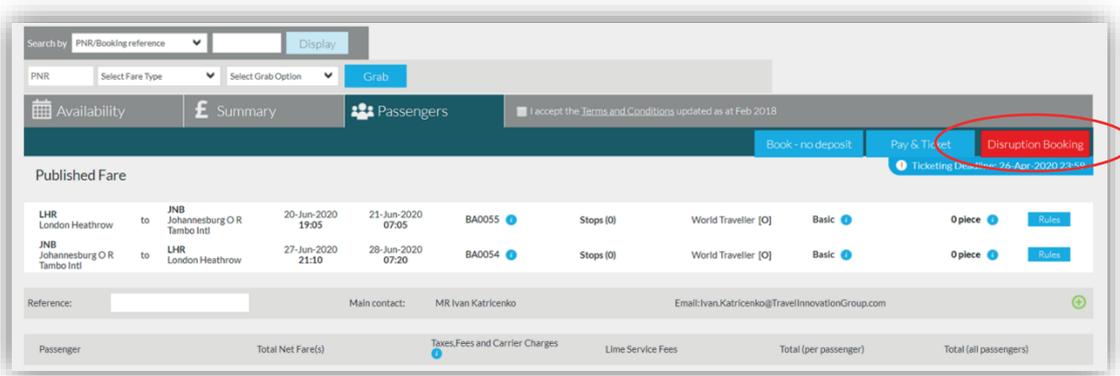
4. A pop-up box will appear requesting the ticket numbers to be added to each passenger.

   The system requires the full 13 digit ticket number without the hyphen '-'.

   Ensure that the correct ticket number is added to the relevant passenger as the system is validating each ticket number against the attached passengers in the GDS.

   Once the ticket numbers are added to the attached passengers click 'Book – no deposit' on the pop-up box.

5. The disruption booking has now been created with the tickets of the original PNR attached to the passengers.

    As airline policies can change at any given time, we strongly recommend that you request ticket issue on your new booking as soon as created, but, as with any case, prior to the new bookings' Ticketing Time Limit.

6. When ready to ticket, use the 'Request Price & Ticket' button on the 'display booking' screen.
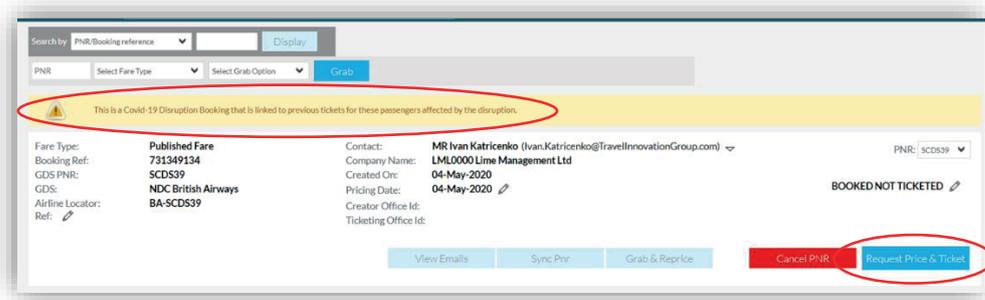
    We will then confirm the price, organise ticketing of the new booking and if required collect any additional fare/tax requiring to be paid at the time.

    A message will be permanently visible on every disruption booking in a yellow information bar, stating: '*This is a Covid-19 Disruption Booking that is linked to previous tickets for these passengers affected by the disruption*'

When to ticket your new dates

- You will not need to ticket/reissue your new dates until the ticketing deadline on the new booking you have created.