

Flights Booklet

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Important Things to Remember

Virgin Flight Store

VFS password - **22V1rg1n!** (rates available up to 14th Jan 2023) we can match if the availability on both VFS and TD. <https://www.vflightstore.com/odr-vafs-quoting-tool/>

Seats are in Economy Classic only. Glasgow available to pre-register.

Deposits are **£79.50 per person** (Adults/teens/children) Infant with NO seat – no deposit payable.

Resetting your password

Contact IT... do not attempt to reset yourself. If needed the **CIDB Number = 0438817**

Always Confirm Names when Holding Flights for a Customer

When holding Flight seats on Gal, you should then **copy and paste those exact names back over to the client**

With this email ask for customer to return an email confirming that they have been held correctly

This is just to cover yourself and makes it much easier later on if there were any discrepancies

Agents are NOT permitted to modify a PNR after booking

After a Booking has been made an agent is not permitted to make any amendments to that PNR

The price they have at the time of Booking is the confirmed price. Therefore whenever the flights are released the profit due to the agent **will NOT change**. It doesn't work that way!

Tessa's comment :- I used to hold the outbound and arrange a call back if I didn't want to take the price given just an FYI and risk it for a biscuit, as long as you explain this clearly to a customer.

Flights where only one leg is live

If an agent receives a price from the Flights Team, which is half in (live) / half out (Ad Reg), and they've held the outbound, **the agent does NOT re-book or book the Inbound flight**, this has already been completed and confirmed. The **only time** you're permitted to touch a PNR is if Booking's gone into error & you've been directed by Load Team.

BA Balances and Deposits

Make sure that record in the Client Notes section of the GTB form that:

"Client advised on the phone that balance is due 16 weeks prior to departure as per new BA rules"

Full Payment Flights are non refundable, non changeable - YOU MUST make sure customers are FULLY aware of this at the time of booking or you will be liable if they aren't and want to make changes

EDI VS we can sell if LIVE on GAL - BFS regardless is on STOP SALE.

INFANTS

TBA names without seat is OK/ TBA names with a seat is not possible - Clients will have to call with a name and get a price then for them

INVERNESS BA Flights

No APD Discount

Seasonality

Adv Reg Seasonality's DIRECT					
	LON - BA	MAN - VS	MAN Aer Lingus cheaper		
Jan - 8th Feb	£550	£550			
9th Feb - 19th Feb	£760	£1,400			
20th Feb - 19th Mar	£550	£550			
20th Mar	£700	£860			
28th Mar - 15th Apr	£1,050	£1,400	1st April is £1500 upwards		
18th Apr - early May	£700	£760			
12th May	£760	£1,000	May half term up to £1200		
June - until 22nd	£570	£760			
22nd Jun - 9th Jul	£680	£910	15th shoulder £855		
18th Jul - 22nd Aug	£1,000	£1,460	25th shoulder £680		
28th Aug - 5th Oct	£600	£800			
Oct 11th - Nov	£800	£1,100	Half Term Weekend £1400		
Nov - 10th Dec	£575	£700			
Xmas	£800	£850	Peak up to £1300 MAN		

62XM (Ocean Flights)

Flights to hold on 62XM Ocean Flights: BA, AA, EI, QR, FI, EY. **Add £20pp** for all (if married up eg. UA + AC must be 7U5W)

Flights to hold on 62XM Aviate: VS, UA, DL, EK, QF & CX. **Add £20pp** for all

Last minute / full payment / instant ticketing bookings should be **held in Gold Medal T2 (7U5W) ONLY**

1. SELECT SEATS

Choose your flights on Galileo, get them on the left hand side of your screen. Make sure you pull over enough seats. If you have one and want seven, use an entry like @1/7. (Change flight one to seven seats)

2. INSERT NAMES

Adult: **N.RAINS/MATTHEWMR**

Teen: **N.RAINS/LOUISEMISS*P-C15**

Child **N.RAINS/BENMSTR*P-C07**

Infant: **N.I/RAINS/LANAMISS*13MAY18**

(Note that is N.I for 'infant', not a 'one')

3. AIRLINE IT CODE

This will be on your P-Keys (one of the 'F' buttons on your keyboard) and is airline specific. Forget this and your PNR will be cancelled...

You must enter the OSI code for EVERY airline on the PNR as they are needed to keep the PNR on deposit. For example, if there were BA and AA flights you would need to press both F keys to enter both codes.

If you are unsure if the correct airline codes are added you can click on *SI button as per the image to the right.

4. FILE FARES

To price Aviate fares, agents will need to add /TA73F when storing fares. E.G: FQCUA:C**ITX/TA73F

VIRGIN ITX FARES

Adult: FQP1**ITX/CVS:C

Teen: FQP3**I15/CVS:C/ACCITX

Child: FQP2**I07/CVS:C/ACCITX

Infant: FQP4**ITF/CVS:C/ACCITX

BRITISH AIRWAYS / AMERICAN AIRLINES Adult:

FQP1**ITX/CBA:P

Teen: FQP3**I15/CBA:P/ACCITX

Child: FQP2**I07/CBA:P/ACCITX

Infant: FQP4**ITF/CBA:P/ACCITX

5. PRESS F2

6. FINISH BOOKING

R.YOURNAME (press enter), ER (press enter), IR (press enter), QEB/79 (press enter)

62XM – Ocean Flights

Airline	Deposit (£20pp)	**Full Payment (Mon-Fri 9-6 £10pp)	SI Code
British Airways (BA)	Y	Y	Y
American Airlines (AA)	Y	Y	Y
Aer Lingus (EI)	Y	Y	N
Icelandair (FI)	Y	Y	N
Etihad (EY)	Y	Y	Y

62XM – Aviate (TA73F)

Airline	Deposit (£20pp)	**Full Payment (Mon-Fri 9-5 £10pp)	SI Code
Virgin (VS)	Y	Y	Y
Delta (DL)	Y	Y	N
United (UA)	Y	Y	Y
**United / Lufthansa (LH+UA)	Y	Y	Y
Emirates (EK)	Y	Y	Y
Cathay Pacific (CX)	Y	Y	Y
Finnair (AY)	Y	Y	Y

048LX2/92 QSBBS 0790926 AG 91200060 02SEP
1.1VANDERGRIFF/JOHNMR 2.1VANDERGRIFF/ELAINEMRS
3.1VANDERGRIFF/JOSHUAMR 4.1VANDERGRIFF/CHARLIEMR
5.1VANDERGRIFF/ALFIEMSTR*P-C12
1. AA 6905 L 28JUL LHRMCO HK5 1330 1755 0* E TH
OPERATED BY BRITISH AIRWAYS
2. BA 204 L 11AUG MCOLHR HK5 1955 #0910 0* E TH/FR

*ALL *P *TD *FF *VL *VR ***SI**

** FILED FARE DATA EXISTS ** >*FF
** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR
** SERVICE INFORMATION EXISTS ** >*SI
*** NET TICKET DATA EXISTS ***

*** SPECIAL SERVICE REQUIREMENT ***
SEGMENT/PASSENGER RELATED
*** MANUAL SSR DATA ***
M 3. SSRCHLDA HK /-1VANDERGRIFF/ALFIEMSTR
M 4. SSRCHLDBA HK /-1VANDERGRIFF/ALFIEMSTR
*** OTHER SUPPLEMENTARY INFORMATION ***
CARRIER RELATED
1. AA PPIT
2. BA PPIT

7U5W (Gold Medal (T2))

Flights to hold on 7U5W: ALL AIRLINES for last minute / full payment / instant ticketing bookings Add **£35pp** for ITX fares and **£13.49pp** for published / full payment.

BA on this system is an extra £50 per booking total.

All LH flight numbers - Full payments only (7U5W) AIR CANADA must always be held in 7U5W

1. SELECT SEATS

Choose your flights on Galileo, get them on the left hand side of your screen. Make sure you pull over enough seats. If you have one and want seven, use an entry like @1/7. (Change flight one to seven seats)

2. INSERT NAMES

Adult: **N.RAINS/MATTHEWMR**

Child **N.RAINS/BENMSTR*P-C07**

Teen: **N.RAINS/LOUISEMISS*P-C15**

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If you are unsure if the correct airline codes are added you can click on *SI button as per the image to the right.

4. FILE FARES

ITX FARES

For UA, AC, LH, FI and many other airlines, the following pricing entries work, just substitute the two letter airline codes:

Adult: **FQP1**ITX/CUA:C**

Child: **FQP2**I07/CUA:C/ACCITX**

Teen: **FQP3**I15/CUA:C/ACCITX**

(If teen doesn't work try entries like this **FQP3**ITX/CFI:C/TE-GB**)

Infant: **FQP4**INF/CUA:C/ACCITX**

FULL PAYMENT / PUBLISHED FARES

For full payment / published fares on VS, UA, DL, DI etc. use the following entries.

Adult: **FQP1/CUA**

Child: **FQP2*C07/CUA/ACC**

Teen: **FQP3*C15/CUA/ACC**

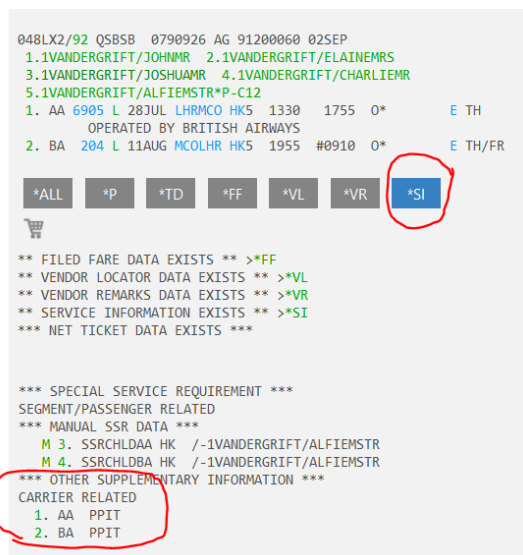
Infant: **FQP4*INF/CUA**

5. PRESS F2

6. FINISH BOOKING

R.YOURNAME (press enter), ER (press enter), IR (press enter), QEB/79 (press enter)

Airline	Deposit (£35pp)	**Full Payment (Mon-Fri 9-5 £14.25pp)	SI Code
Air Canada (AC)	Y	N/A	Y
Lufthansa (LH)	N	Y	N
Iberia (IB)	N	Y	N
Air France (AF)	N	Y	N
AC + UA	Y	N/A	Y
Royal Dutch Airlines (KLM)	Y	N/A	Y
Qatar (QR)	Y	Y	Y



Aer Lingus is live to hold on deposit in 62XM if from a UK airport (i.e. not Dublin).
There is NO SI code (F-key)

You can pre-book their seats for them on Galileo

As Customers do not have access to Aer Lingus bookings even after tickets have been issued. To manage their bookings they will need to contact Aer Lingus directly... 0333 006 6920

Indirect Flights

Cross Atlantic flights seats can be pre-booked for free using seat map on Galileo IMMEDIATELY

Connecting flights (i.e. NCL to DUB) seats are also free, and can be done on website (failing that call 03330066920) There is **PRE-CLEARANCE of customs in DUBLIN**

They are offering flights connecting in Ireland from numerous UK airports including (not every day – check a few days either side):

- ABZ Aberdeen
- BHX Birmingham
- BRS Bristol
- EDI Edinburgh
- GLA Glasgow
- IOM Isle of Man
- LBA Leeds Bradford
- MAN Manchester
- NCL Newcastle
- NQY Newquay
- JER Jersey
- LON London airports

Direct Flights

MAN – MCO Direct – 5 per week *(Frequency varies on seasonality, started 29th July 2021)*
MAN – JFK Direct – Daily *(Started 29th July 2021)*
MAN – BGI Direct – 3 per week *(Frequency varies on seasonality, starts 20th October 2021)*

<https://www.aerlingus.com/travel-information/aer-lingus-news/new-routes-from-manchester/>

ITX fares start from Z class and above (not all classes price on ITX therefore please use FQBB:C**ITX to obtain correct class and Ticketing Deadline)

Business not available on ITX, Seat only fares available in P class.

Luggage allowance is 23kg pp in Economy for both Adults and Children.

Infants receive 10kg Carry on plus one fully compatible buggy plus either a car seat / booster seat or travel cot.

Standard seats available FOC however tickets need to be issued beforehand to be able to book and customers need to contact the airline directly (Preferred seating / Extra legroom and Front seats are a payable service direct with the airline)

Complimentary meal and soft drinks on every transatlantic flight (Alcoholic beverages and snacks payable)

Aer Lingus you do pre-book their seats on Gal – only the customer can't access and needs to Phone the number, but we can allocate seats on Gal
Aer Lingus Teenagers FQCEI:C/P2*112/TE-GB/ACCITX Children FQCEI:C/P2**110/ACCITX

Some useful links....

Seating

Please make sure you have pre-booked their seats on galileo or let them know to call Aer Lingus once they have paid their full balance and have their reference number from us - it is FREE to pre-book seats

Baggage allowance

<https://www.aerlingus.com/travel-information/travelling-with-children/baggage-allowance/#/tab-1-transatlantic-flights>

Complimentary meals and Special requests

<https://www.aerlingus.com/experience-aer-lingus/dining/transatlantic-economy/#/tab-1-complimentary-meal>

DUBLIN flights

DUBLIN

Everything from DUB is Full Payment

To price up you would use FQBB ONLY

To store the fares, you would use FQCUA /P1-2 or FACUA/P3*i09 for a child

You must always make sure the customers are aware that the Flights as well as the deposit are non-refundable

You should always make sure you have emailed the names back from Gal so they can confirm they are as their passports state

Once you confirm the Booking you MUST email Flights and SM for the flights to be Ticketed straight away

You can see below that some Airlines won't always include their Luggage automatically you can use this code to get the price with Luggage

FQCUA/P1.2/FXD – Dublin Flights UA code to make sure that Luggage

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**ADDITIONAL FEES MAY APPLY**SEE >F&E<
ADT    RATE USED IN EQU TOTAL IS BSR 1EUR - 0.84331GBP
ADT    TICKETING WITHIN 72 HOURS AFTER RESERVATION
ADT    LAST DATE TO PURCHASE TICKET: 28OCT21 / 1511 LON
ADT    FARE HAS A PLATING CARRIER RESTRICTION
ADT    E-TKT REQUIRED
UNABLE TO FILE - NEED NAMES
BAGGAGE ALLOWANCE
ADT
UA DUBMCO 0PC
BAG 1 - 60.00 EUR    UPT050LB/23KG AND UPT062LI/158LCM
BAG 2 - 90.00 EUR    UPT050LB/23KG AND UPT062LI/158LCM
VIEWTRIP.TRAVELPORT.COM/BAGGAGEPOLICY/UAT

UA MCODEUB 0PC
BAG 1 - 60.00 EUR    UPT050LB/23KG AND UPT062LI/158LCM
BAG 2 - 90.00 EUR    UPT050LB/23KG AND UPT062LI/158LCM
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Where and how to Book Airlines

Site	TopDog	Galileo	Direct booking portal
Virgin	Flight booking reference is given to customer 12 weeks prior to travel. Then terms as per 'Galileo'	Seats in 'economy classic' (O to Y), 'delight' (V) and 'Premium' are pre bookable for free at time of booking. Economy 'Light' (T class) seats selected for free at check in only	X
Delta	Flight booking reference is given to customer 12 weeks prior to travel. Then terms as per 'Galileo'	Seats in 'economy main' (V to Y), 'comfort+' (W) and 'Premium Select' are pre bookable for free at time of booking. Economy 'Basic' (E class) seats selected for free at check in only	X
British Airways	Flight booking reference is given to customer 12 weeks prior to travel. Then terms as per 'Galileo'	Flights need to be ticketed before seats can be pre-booked. Economy costs from £25pp, Premium from £65pp. Otherwise, free from 24 hours prior to flight. If an infant on PNR pre- booking seats for all passengers is FREE at time of booking.	X
American	Flight booking reference is given to customer 12 weeks prior to travel. Then terms as per 'Galileo'	Always free at time of booking BUT American don't let you choose 'preferred seats' for free, so no window or aisle seats...	X
TUI	X	X	Economy is £17pp. From 90 days prior to departure seats can be selected on website, if customer travelling within 90 days it is agents' responsibility to pre-book seats. Premium is free and can be done as soon as booking made, this is agents' responsibility.
United	Flight booking reference is given to customer 12 weeks prior to travel. Then terms as per Galileo	All flights on ITX fares have seats prebook-able forfree at time of booking. Full published fares for K-W	X
Air Canada	X	Flights need to be ticketed before seats canbe pre- booked. Economy costs from £20pp PER FLIGHT. Otherwise, free from 24 hours prior to flight.	X
Lufthansa	X	Flights need to be ticketed before seats can be pre- booked. Economy costs from £20pp PER FLIGHT. Otherwise, freefrom 24 hoursprior to flight.	X
Aer Lingus	Flight booking reference is given to customer 12 weeks prior to travel. Then terms as per 'Galileo'	All cross Atlantic flights on ITX fares have seatsprebook- able forfree at time of booking. However, a delay on seat map availability when first released. Some seats may require flights to be ticketed.	X

Airline Fare Classes

	VS	DL	BA	AA	UA	FI	EI
Economy	O	V	O	O	K	F	Z
	N	X	Q	Q	L	P	R
	X	T	N	N	T	U	S
	Q	U	S	S	S	N	Q
	E	L	V	V	W	X	L
	M	K	L	L	V	O	N
	U	Q	M	M	Q	I	F
	L	H	K	K	H	S	V
	R	M	H	H	U	W	M
	B	B	B	Y	E	L	K
	Y	Y	Y		M	H	G
					B	V	H
					Y	T	B
						Q	Y
						K	
						B	
						M	
						E	
						R	
						Y	
Premium Economy	K	G	T	P	R	Z	
	H	A	E	W	A	A	
	S	P	W		O	J	
	W					D	
						C	
Business Class	Z	Z	I	I	P		
	I	I	R	D	Z		
	D	D	D	R	D		
	C	C	C	J	C		
	J	J	J		J		
Econ Light	T (full pay)	E (full pay)		B			
Econ Delight	V	S, then W					

Special Assistance

We will add Special Assistance to your Booking Reference

You will need to contact the airline yourself with your Flight reference to advise them of any medication and wheelchair measurements

For Advance Reg Booking's we will be able to release your Flight Reference 10 months prior to departure so you are able to contact the airline in advance, please contact After Sales at this point

Some airlines request tickets to be issued for the special assistance / seats to be arranged therefore you may be required to pay for the flight element in full to arrange this prior to when your balance is paid

For pre-Booking Seats again, you can speak to the Special Assistance Airline Customer Service, they will always do their best to arrange the correct seat for the individual plus 1, and they will try and seat the rest of your group as near as possible to you.

You will be able to take your wheelchair up to the gate before boarding

An ADA Form will be needed to be filled out for any Accommodation

Virgin / Delta Classes

Services Offered	virgin atlantic upperclass	virgin atlantic premium	virgin atlantic economy delight	virgin atlantic economy classic	virgin atlantic economy light
	DELTA ONE®	DELTA PREMIUM SELECT	DELTA COMFORT+®	MAIN CABIN	BASIC ECONOMY
GDS Shelf	Business	Premium Economy	Economy	Economy	Economy
Virgin Atlantic Booking Classes	J/C/D/I/Z	W/S/H/K	V	Y/B/R/L/U/M/E/Q/X/N/O	T
Delta Booking Classes	J/C/D/I/Z	P/A/G	W	Y/B/M/H/Q/K/L/U/T/X/V	E
Fare Basis Code ID**	D	P	C	M	B
Chauffeur car	*				
Advanced Seat Assignment	✓	✓	✓	✓	Seat assigned at check in (VS) Seat assigned after check in (DL)
Free seat selection any time	✓	✓	✓	✓	
Priority Check In	✓	✓	*		
Upper Class Wing & Security	✓				✓
Checked bag	3x32kg (VS) 2x32kg (DL)	2x23kg	1x23 kg	1x23kg	Hand luggage only
Clubhouse access	✓				
Priority boarding	✓	✓	✓		
Seat pitch	Flat bed	38in	3 4i n	31in	31in
Meals, drinks and snacks	✓	✓	✓ ✓	✓	✓
Revivals	✓				
Refunds or changes	£	£	£	£	
Upgrade with miles	N/A	✓	✓	✓	

Virgin Atlantic and Delta is truly the smarter partnership, and the smarter choice when flying between the UK and US.

*Complimentary for Virgin Atlantic Booking Classes J/C/D. Not available on Delta operated flights

**Fare Basis Code ID is located on the 7th character position on most fare basis codes

Galileo Cheat Sheet

GENERAL	SEM/7U5W/AG	Log into Travel2 system
	SEM/62XM/AG	Log into Ocean Flights system
A ENTRIES	A20SEPLONMCO	Availability search London to Orlando on 20 th September
	A20SEPLONMCO*BA	As above British Airways only
	A20SEPMANMCO*VS+14*VS	Availability search Manchester to Orlando with Virgin Atlantic on the 20 th September, and returning 14 nights later with Virgin Atlantic
	A1AUGLONMCO/UA#@K	Show availability for K Class with United airlines only for 1 st August London to Orlando
	A1AUGEDIMCO.NYC	Show availability for flights from Edinburgh to Orlando on the 1 st August via New York
FS ENTRIES	FSLON1AUGMCO15AUGLON+P1*ITX:C	Fare shop (cheapest deals) for London to Orlando on 1 st August, home 14 nights later, on a deposit*
	FSLON1AUGMCO15AUGLON+Pn*ITX:C++.D	As above, where n = number of passengers desired
	FSLON1AUGMCO15AUGLON+P1*ITX:C++.D	As above, search for direct flights only
	FSLON1AUGMCO15AUGLONS+P1*ITX:C++/VS	Virgin Atlantic only
	FSLON1OCTMCO -- TPA15OCTLON+P1*ITX:C	Fare shop (cheapest deals) for London to Orlando on 15 th October, home 14 nights later from Tampa, on a deposit*
	FSMAN10JUNNYC13JUNMCO20JUNMAN+P1*ITX:C	Fare shop (cheapest deals) for Manchester to New York on 10 th June, to Orlando 3 nights later, and back to Manchester 7 nights later, on a deposit*
MAKE CHANGES	@1/K	Change flight 1 to K class
	@1.2/K	Change flights 1 & 2 to K class
	@1/4	Change flight 1 to 4 seats (won't with Virgin and Delta)
	@3.4/6	Change flights 3 & 4 to 6 seats (won't with Virgin and Delta)
	X1	Delete flight 1
	X3.4	Delete flights 3 & 4
QUOTING PRICES	FQBB:C**ITX	Price flight for adult on cheapest ITX fare
	FQBB:C**I15/ACCITX	Price flight for 15 y/o (teen) on cheapest ITX fare
	FQBB:C**I07/ACCITX	Price flight for 7 y/o (child) on cheapest ITX fare
	FQBB:C**INF/ACCITX	Price flight for infant (no seat) on cheapest ITX fare
	FQBB:C**ITX++-PREME	Price adult flight on cheapest ITX fare in premium cabin
	FQBB:C**I07/ACCITX++-PREME	Price 7 y/o (child) on cheapest ITX fare in premium cabin
	FQBB:C**ITX++-BUSNS	Price adult flight on cheapest ITX fare in business cabin
	FQBB:C**I07/ACCITX++-BUSNS	Price 7 y/o (child) on cheapest ITX fare in business cabin
	FQCVS:C**ITX	Price specific fare classes with Virgin Atlantic. Adult price, ITX fare.
	FQCVS:C**I07/ACCITX	Price specific fare classes with Virgin Atlantic. 7 y/o child price, ITX fare.
PUTTING NAMES IN PNR	N.RAINS/MATTHEWMR	Add adult 'Mr Matthew Rains' into PNR
	N.BISHOP/TESSAMISS*P-C14	Add 14 y/o teen (Miss Tessa Bishop) into PNR
	N.SMITH/JOHNMSTR*P-C07	Add 7 y/o child (Master John Smith) into PNR
	N.I/RAINS/LANAMISS*13MAY19	Add infant (Miss Lana Rains born on 13 th May 2019) into PNR. (note that is N.I for 'infant', not a 'one')
	OA (zero, 'A')	Put this in and press enter if you ever see message 'check continuity segment'. This occurs when booking open jaws
PRICING PAX IN PNR (7U5W)	FQP1**ITX/CVS:C	Price passenger 1 on an ITX fare with Virgin as an adult
	FQP2**I14/CVS:C/ACCITX	Price passenger 2 on an ITX fare with Virgin as a 14 y/o teen
	FQP3**I07/CVS:C/ACCITX	Price passenger 3 on an ITX fare with Virgin as a 7 y/o child
	FQP4**INF/CVS:C/ACCITX	Price passenger 4 on an ITX fare with Virgin as an infant (no seat)

Editing Names on a PNR

If you need to change a name on a PNR, you may be able to delete, add or edit a maximum of three characters on the PNR. This can only be done prior to the flights being ticketed

IF YOU ARE IN DOUBT, ASK A MANAGER OR THE FLIGHTS TEAM

If this is done incorrectly, flights may cancel and will need to be rebooked at a higher price

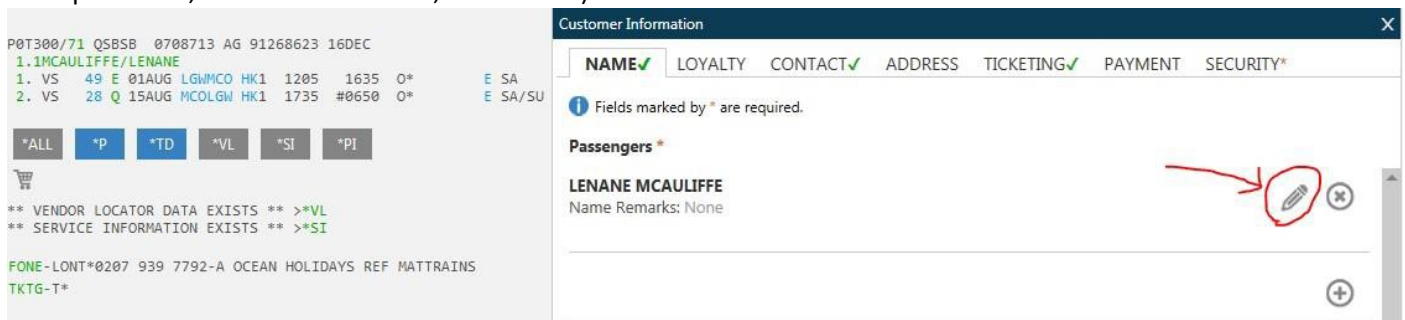
Often, cancelling your PNR and holding new flights may be the easiest thing to do (assuming price hasn't changed)

The following airlines are OK to do the process below, where the flight number and operating airline match (i.e. VS plane and VS flight number is fine, VS plane and DL flight number, NOT OK): VS / BA / AA / UA

For any instances where airline and flight number do not match, you must see the flights team.

EASY WAY

Click on the name you want to change, then click the pencil next to the passenger you want to change. (In the example below, it should be Leanne, not Lenane)



Customer Information

NAME LOYALTY CONTACT ADDRESS TICKETING PAYMENT SECURITY*

Fields marked by * are required.

Passengers *

LENANE MCAULIFFE
Name Remarks: None

Next change the name to what it should be, click 'apply', then click 'save'

Finally, confirm the change:

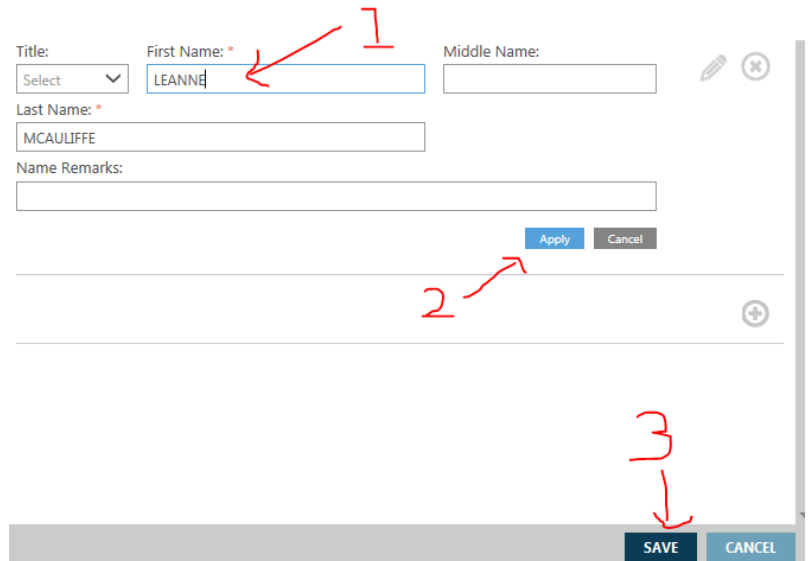
R.YOURNAME and press enter

ER and press enter

ER and press enter

You will need to file the fare again for the passenger you changed. You will need to pre book seats again for the passenger that had the name change.

Typing *HFF will show the fares previously stored for this passenger.



Title: Select First Name: * LEANNE Middle Name: Last Name: * MCAULIFFE Name Remarks: Apply Cancel

SAVE CANCEL

HARDER WAY

If the previous method didn't work and Galileo doesn't save your changes, use this method

[N.P1@MCAULIFFE/LEANNEMISS](#)

(P1 = Passenger number so please ensure you are changing the correct passenger)

Then, confirm the change:

R.YOURNAME and press enter

ER and press enter

ER and press enter

As with the easy way you will then need to file the fare again. Typing *HFF will show the fares previously stored for this passenger.

No APD discount applicable on INV flights

Fly out of Inverness

While Inverness is part of the United Kingdom, the Scottish Highlands and Islands are exempt from the UK APD. This is part of an agreement that dates back all the way to 1994, so it's a nice little loophole. The catch is that not many people would naturally be starting there, and Inverness has fairly limited service.

For example, if you fly from Inverness to London to New York using British Airways Avios in business class, you'd pay \$393.97, the vast majority of which is carrier imposed surcharges, as there's no APD.