

Our products at a glance



just ride

must ride

fast ride

vex

Boarding priority and money back guarantee	Boards after Must Ride, Fast Ride and Cool Chain	Highest priority with 100% money back guarantee	Highest priority with 100% money back guarantee	High priority
Close out times	Variable please check with your local office	Variable please check with your local office	2 hours*	90 minutes*
Dedicated booking line		Offered in the UK, USA and South Africa	Offered in the UK, USA and South Africa	
Priority unloading and pick up	-	-	Yes	-
Email status updates	-	Available on request	Available on request	-
Service recovery	-	We will contact you during office hours within 2 hours of ATD to explain what has happened - out of office hours we will contact you the next day	We will contact you during office hours within 2 hours of ATD to explain what has happened - out of office hours we will contact you the next day	-
Online track and trace	Yes	Yes	Yes	Yes
Freight availability at LHR	5 hours for loose, 3 hours for shipper built units	5 hours for loose, 3 hours for shipper built units	2 hours	90 minutes
Booking window	14 days before STD	14 days before STD	Up to 4 hours before STD	Variable please check with your local office
Restrictions	-	-	No dangerous goods / animals / liquids over 1 litre (per package)	No dangerous goods / animals / liquids over 1 litre (per package)
Weight and volume limits	Limited only by aircraft and maximum pallet weights	Limited only by aircraft and maximum pallet weights	300kg per shipment / 70kg per piece*	32kg per piece
Minimum Connection time at LHR	7 hours for loose and 5 hours for shipper built units	7 hours for loose and 4 hours for shipper built units	4 hours	3 hours
Cool Chain solutions available	Yes	Yes	-	-

*Please check for local variances

For more information about our product range and how we can help you help your customers, please contact your local Virgin office, details can be found at www.virginatlanticcargo.com.

Terms and conditions will apply, please refer to your tariff for details or contact your Virgin representative.

