

virgin atlantic 

Press Kit  
2023



# Virgin Atlantic History

Year	Event
June 1984	The VS1 took off from Gatwick to Newark, the first Virgin Atlantic flight.
1985	Virgin Holidays launched, offering premium long-haul breaks to the package holiday market
1987	By 1987, Virgin Atlantic had flown its first one million customers
1989	Virgin Atlantic becomes the first airline to introduce individual Sony Video Walkman's for customers in Upper Class
1989	Freeway, the first Virgin Atlantic Frequent Flyer Programme is launched. It was later renamed Flying Club
1990	Virgin Atlantic opens its first airport lounge at London Gatwick
1990	Onboard defibrillators are introduced onboard Virgin Atlantic aircraft. The first airline to do so.
1991	Individual TV screens introduced onboard showing a choice of channels to passengers in all classes. Virgin Atlantic became the first operating wide-bodied aircraft to offer these systems which went on to become an industry standard.
1991	Virgin Atlantic became the first UK airline to offer SMS texting and email facilities onboard
July 1991	Virgin Atlantic began operations at London Heathrow
March 1992	Mid Class (later rebranded Premium), an enhanced economy product with bigger seats, more legroom introduced. Another world first for Virgin Atlantic.
1993	The Heathrow Clubhouse opens for the first time, launching the brand. In the same year we also launched the first airport lounge outside of the UK at Boston
1993	The first Airbus A340-300 joins the Virgin Atlantic fleet. G-VRED, Lady in Red was named by Princess Diana
1994	Virgin Atlantic pilot Yvonne Kershaw became the first British woman to Captain a Boeing 747
1997	The Virgin Atlantic website launches
December 1999	Richard Branson sells a 49% stake in Virgin Atlantic to Singapore Airlines for £600m, valuing the company at £1.2b
2003	Virgin Atlantic operated the first aid flight to Basra in Iraq bringing much needed relief aid to the country, among the first non-military aircraft to fly into the city since 1990. The flight carried 60 tonnes of medical supplies and a volunteer medical team.
November 2003	The Upper-Class Suite launches and goes on to win several prestigious design awards.
2003	Change for Children is introduced making Virgin Atlantic the first airline to collect spare foreign currency as donations on flights, via an on-

	board charity appeal. This led the way for many other airlines to do the same and has raised untold amounts for good causes.
2004	Her Majesty Queen Elizabeth II names G-VEIL in a ceremony at the Airbus factory in Toulouse
2007	Virgin Atlantic's new Terminal 3 at London Heathrow opened by the Spice Girls.
2007	'Change is in the Air', the Virgin Atlantic sustainability programme launches
2008	The world's first biofuel flight from London to Amsterdam, on a Virgin Atlantic Boeing 747 proves the feasibility and benefits of sustainable aviation fuel
2010	55 tonnes of aid to support relief work in Haiti is flown on a Virgin Atlantic flight to Miami
2011	Virgin Holidays become the founding sponsor of the Attitude Awards.
2012	Virgin Atlantic announces a new partnership with Lanzatech to produce the world's first low carbon aviation fuel
2012	For the first time, UK airline customers can make phone calls from 35,000 feet, onboard Virgin Atlantic aircraft.
2014	Delta purchases a 49% stake in Virgin Atlantic from Singapore Airlines
2014	Virgin Atlantic flies aid into the Philippines after Typhoon Haiyan
2014	Virgin Atlantic takes delivery of its first Boeing 787 and celebrates by live streaming the world's first concert from over the Atlantic Ocean
2014	Vivienne Westwood designs the next iteration of the Virgin Atlantic uniform using innovative materials, made in part with recycled plastic.
2014	Upper Class customers are the first in the world to be offered onesies onboard, created by Norwegian designers OnePiece
2016	One Water partners with Virgin Atlantic to supply their ethical water onboard.
July 2016	Richard Branson flies into the Farnborough air show to announce Virgin Atlantic order of Airbus A350-1000s
November 2016	Virgin Atlantic completes the biggest digital project in its history, switching to Air4 systems on Deltamatic in partnership with Delta
December 2016	The first Virgin Holidays V-room lounge opens at Gatwick Airport
2016	Delta moves to Terminal 3 to co-locate with Virgin Atlantic
2017	Virgin Atlantic became the first airline to offer fleet wide Wi-Fi onboard its aircraft
2017	Virgin Holidays announces it will no longer promote or sell attractions or hotels that feature captive cetaceans
2017	Virgin Atlantic became the first airline to offer in-flight entertainment for visually impaired customers

2017	The London and Brighton Pride events are sponsored by Virgin Atlantic and Virgin Holidays
2018	Female Virgin Atlantic uniform wearers are no longer required to wear make-up and can choose between trousers and skirts in new uniform policy.
2018	Mile High Tea launches in all three classes on Virgin Atlantic flights.
2018	Virgin Atlantic introduces three new ways to fly economy, with Economy Light, Economy Classic and Economy Delight hitting the market
October 2018	The world's first commercial flight using Lanzatech's SAF operates on a Virgin Atlantic Boeing 747 from Orlando to London Gatwick. The flight demonstrates that alternative fuels are a viable alternative to traditional kerosene.
January 2019	The world's first no-lo low alcohol-, and alcohol-free drinks menu launched by Virgin Atlantic onboard and in its lounges
February 2019	Virgin Atlantic announces a new joint venture partnership with Air France KLM
April 2019	New flying icons that are more diversely representative of the men and women of Britain and introduced for the next generation of Virgin Atlantic aircraft.
June 2019	The world's first Pride Flight, crewed exclusively by members of the Virgin Atlantic LGBTQ+ community, flies into New York for the World Pride event.
June 2019	An agreement for 16 A330-900neos announced by Virgin Atlantic, securing its most fuel-efficient fleet in its history (estimated to be approximately 32% more fuel efficient compared to Virgin Atlantic's 2014 fleet).
September 2019	Delivery of the first of Virgin Atlantic's 12 Airbus A350-1000s, featuring a full redesign of the cabin and introduction of a social 'Loff' space.
September 2019	A partnership with Barbie to promote awareness of STEM based careers for young women is announced. The campaign used Barbie dolls modelled on Virgin Atlantic pilots, engineers, and cabin crew.
March 2020	The first cargo-only flight in Virgin Atlantic's history, transports essential medical and pharmaceutical goods from London to New York.
April 2020	Essential medical supplies and PPE equipment for the UK National Health Service is transported a special Virgin Atlantic charter flight from Shanghai to London.
April 2020	In response to travel restrictions resulting from the COVID-19 pandemic, Virgin Atlantic halts its passenger flights to and from Shanghai.
September 2020	Virgin Atlantic completes a £1.2 billion privately funded solvent recapitalisation, which was subsequently increased to a total of £1.5 billion as of 30 June 2021 with the receipt of additional support from shareholders and creditors as well as the completion of sale and leaseback transactions in the first three months of 2021.

November 2020	New capabilities in readiness to handle the logistical complexities of distributing COVID-19 vaccines on its global network announced by Virgin Atlantic Cargo.
December 2020	The remaining Boeing 747-400 aircraft retired. The fleet have been replaced by the more efficient Airbus A350.
December 2020	During the pandemic, Virgin Atlantic volunteers help administer vaccines, deliver food, and provide relaxing spaces for NHS staff
December 2020	Virgin Atlantic new services to Pakistan flying to Islamabad and Lahore from London Heathrow and to Islamabad from Manchester
March 2021	In 12 months, the Virgin Atlantic Cargo team have shipped 8.5 million kilos of vital PPE equipment and opened 12 new cargo only routes.
April 2021	Virgin Atlantic launches ASMR inspired video capturing the sights and sounds of travel
June 2021	Virgin Atlantic signs a non-binding memorandum of understanding with Vertical Aerospace to pioneer sustainable and zero emissions short haul air travel in the United Kingdom.
August 2021	Storegga and Virgin Atlantic partner to develop direct air capture carbon solutions in the UK.
September 2021	Virgin Atlantic announce a six-month extension to its Flying Club members' tier status, amounting to a total two years' worth of extensions in total.
September 2021	Virgin Atlantic unveils "The Booth" a unique social space on its leisure A350 aircraft
October 2021	Twice weekly services from London Heathrow to St Vincent and the Grenadines launch
November 2021	Virgin Atlantic launches twice weekly services to The Bahamas
December 2021	New services from Edinburgh to Barbados launch as well as flights from Heathrow to St Lucia
March 2022	Flights launch from Edinburgh to Orlando
March 2022	Virgin Atlantic supported MDA UK, Save a Child and Dnipro Kids to bring over 50 Ukrainian orphans and their guardians from Poland to the UK.
May 2022	New four times weekly services launch to Austin, Texas
May 2022	Virgin Atlantic Cargo opened a new state-of-the-art cargo centre at London Heathrow airport  The cargo business also reported that in 2021, it operated 1,633 cargo dedicated sectors and delivered a record revenue of £448m up more than 200% vs 2019 and 40% vs 2020 respectively.
June 2022	Virgin Atlantic launched its Flying Club Guaranteed Availability initiative, which ensures reward seats availability on every flight.  In addition, Gold members also have a new benefit of Gold Reward Seats, which gives the option to turn any seat into a reward seat by using double Virgin Points.

September 2022	Virgin Atlantic announces plans to join SkyTeam in early 2023
October 2022	Virgin Atlantic's first A330neo aircraft takes to the skies flying customers to Boston
November 2022	Virgin Atlantic launched daily services to Tampa, Florida
November 2022	Daily services to Cape Town, South Africa launched
November 2022	Virgin Atlantic named number one on Newsweek's list of the UK's Top 100 Most Loved Workplaces for 2022
November 2022	Virgin Atlantic announces new routes to the Maldives and Turks & Caicos, coming in W23
January 2023	Virgin Atlantic names its newest aircraft in honour of Her Majesty, Queen Elizabeth II. The airline's fourth Airbus A330neo is known as 'Queen of the Skies' with royal registration G-VEII, in tribute to the late monarch
February 2023	Virgin Atlantic announces its highly anticipated return to Shanghai from 1 <sup>st</sup> May 2023, 859 days since the last flight in December 2020

# Financial Results

	Group Turnover	Group Profit (Loss) Before Tax
Year ended	(£m)	(£m)
31 July 1989	106.8	8.4
31 July 1990	208.8	8.7
31 October 1991 (15 months ended)	382.9	6.2
31 October 1992	356.9	(14.5)
31 October 1993	400.9	0.5
31 October 1994	503.4	(3.0)
31 August 1995 (10 months ended)	507.0	36.5
30 April 1996 (8 months ended)	440.0	41.3
30 April 1997	785.1	64.7
30 April 1998	942.3	91.2
30 April 1999	1,066.6	98.7
30 April 2000	1,267.6	4.1
30 April 2001	1,517.5	45.5
30 April 2002	1,415.6	(92)
30 April 2003	1,401.2	15.7
28 February 2004 (10 months ended)	1,272.0	20.9
28 February 2005	1,630.2	68.0
28 February 2006 **	1,912.3	45.2
28 February 2007 **	2,141.4	46.8**
28 February 2008 **	2,336.8	22.9
28 February 2009	2,578.7	68.4
28 February 2010	2,356.6	(132.0)
28 February 2011	2.7 billion	18.5
28 February 2012	2.74 billion	(80.2)
28 February 2013	2.87 billion	(69.9)
31 <sup>st</sup> December 2013	2.57 billion	(5.1)
31 <sup>st</sup> December 2014	2.9 billion	17.6
31 <sup>st</sup> December 2015	2.78 billion	87.5
31 <sup>st</sup> December 2016	2.69 billion	231.6
31 <sup>st</sup> December 2017	2.7 billion	(59)
31 <sup>st</sup> December 2018	2.8 billion	(60)
31 <sup>st</sup> December 2019	2.9 billion	(63.7)
31 <sup>st</sup> December 2020	868	(858)
31 <sup>st</sup> December 2021	982	(487)

\*\* excluding Virgin Nigeria



# Our Fleet

Virgin Atlantic's fleet comprises 40 aircraft, including 17 Boeing 787-9s, 10 Airbus A330-300s and 9 Airbus A350-1000s. In 2022 the airline welcomed the first of 16 A330-900 neos.

Registration	Aircraft Type	Aircraft Name	J	W	Y+	Y	Total
G-VSXY	A330-343	Beauty Queen	31	48	28	157	264
G-VKSS	A330-343	Mademoiselle Rouge	31	48	28	157	264
G-VLUV	A330-343	Lady Love	31	48	28	157	264
G-VGEM	A330-343	Diamond Girl	31	48	28	157	264
G-VINE	A330-343	Champagne Girl	31	48	28	157	264
G-VRAY	A330-343	Miss Sunshine	31	48	28	157	264
G-VNYC	A330-343	Uptown Girl	31	48	28	157	264
G-VGBR	A330-343	Golden Girl	31	48	28	157	264
G-VWAG	A330-343	Miss England	31	48	28	157	264
G-VUFO	A330-343	Lady Stardust	31	48	28	157	264
G-VNEW	787-91R	Birthday Girl	31	35	36	156	258
G-VAHH	787-91R	Dream Girl	31	35	36	156	258
G-VOOH	787-91R	Miss Chief	31	35	36	156	258
G-VZIG	787-91R	Dream Jeannie	31	35	36	156	258
G-VYUM	787-91R	Ruby Murray	31	35	36	156	258
G-VWHO	787-91R	Mystery Girl	31	35	36	156	258
G-VCRU	787-91R	Olivia-Rae	31	35	36	156	258
G-VSPY	787-91R	Miss Money Penny	31	35	36	156	258
G-VOWS	787-91R	Maid Marian	31	35	36	156	258
G-VDIA	787-91R	Lady in the Sky	31	35	36	156	258
G-VBZZ	787-91R	Queen Bee	31	35	36	156	258
G-VMAP	787-91R	West End Girl	31	35	36	156	258
G-VFAN	787-91R	Pin up Girl	31	35	36	156	258
G-VBOW	787-91R	Pearly Queen	31	35	36	156	258
G-VWOO	787-91R	Leading Lady	31	35	36	156	258
G-VBEL	787-91R	Lady Freedom	31	35	36	156	258



G-VNYL	787-91R	Penny Lane	31	35	36	156	258
G-VLUX	A350-1000	Red Velvet	44	56	36	199	335
G-VPOP	A350-1000	Mamma Mia	44	56	36	199	335
G-VPRD	A350-1000	Rain Bow	44	56	36	199	335
G-VJAM	A350-1000	Queen of Hearts	44	56	36	199	335
G-VDOT	A350-1000	Ruby Slipper	44	56	36	199	335
G-VRNB	A350-1000	Purple Rain	44	56	36	199	335
G-VTEA	A350-1000	Rosie Lee	44	56	36	199	335
G-VEVE	A350-1000	Fearless Lady	16	56	45	325	397
G-VLIB	A350-1000	Lady Emmeline	16	56	45	325	397
G-VJAZ	A330-900neo	Billie Holiday	32	46	28	156	262
G-VTOM	A330-900neo	Space Oddity	32	46	28	156	262
G-VLDY	A330-900neo	Eliza Doolittle	32	46	28	156	262
G-VEII (delivery in March 23)	A330-900neo	Queen of the Skies	32	46	28	156	262

### Airbus A330-300 basic facts

Virgin Atlantic's A330-300 was first launched on 2nd April 2010, operating between Manchester and Orlando. The Airbus A330-300 is the largest member of the twin engine A330 family, has a Wingspan – 198 feet (60.3 metres) and has an overall length – 209 feet (63.69 metres). An A330 takes off every 57 seconds somewhere in the world.

### Boeing 787-9 basic facts

The Boeing 787-9 entered the Virgin Atlantic fleet in 2014. The Boeing 787-9 is one of the most fuel-efficient aircraft with a reduced fuel burn of 20% compared to similar sized aircraft. It is a twin-engine aircraft powered by Rolls Royce Trent 1000 engines. It has a range of 8,000 to 8,500NM and a maximum take-off 251,743 kg. The Boeing 787-9 has an overall length of 206 feet and height of 56 feet. The aircraft is also one of the quietest in the skies with a 60% smaller noise footprint than other aircraft.

### A350-1000 basic facts

The Airbus A350-1000 aircraft joined the Virgin Atlantic fleet in 2019. Designed with love, built for the future – our A350s are packed with innovation, thoughtful features, and unmistakable Virgin Atlantic flair. The addition is an extra quiet aircraft and the noise footprint will be over 50% smaller than the 747-400. The aircraft boasts 44 seats in Upper Class, 56 seats in Premium and 235 seats in Economy.

The Airbus A350-1000 has a range up to 7950 nautical miles, an overall length of 72.25 metres, height of 17.08m and typical cruising speed of MO.95.

### A330-900 neo basic facts

In 2019, Virgin Atlantic became the first UK airline to announce a firm order for up to 16 Airbus A330-900neos, reaffirming our commitment to flying the cleanest, greenest fleet in the sky. From wingtip to tailfin, we've used inspiration and innovation to make this aircraft brilliant on every level. From a brand new social space and wireless charging, even more storage and stylish design touches, through to a huge 11% less fuel burn and carbon emissions, it's a game changer. Virgin Atlantic style.

## Airbus A330-900 neo

Introducing the newest member of our fleet. Connection, comfort, and changing the game, Virgin Atlantic style.

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A crucial step in our fleet transformation programme, the A330neo's are designed to deliver a 50 per cent reduction in airport noise contour. We have one of the youngest fleets in the skies with an average age of just under seven years.

### Introducing the A330neo The Retreat Suite – our most spacious suite yet

A brand new addition to our Upper Class cabin, The Retreat Suite consists of two exclusive suites at the front of the cabin, with lots of extra space, huge storage, bigger screens, and the ability for customers to create their own private onboard social space.

With ottomans that double up as extra seats, up to four people can comfortably dine, chat, play games and more. Customers can have an intimate dinner or settle into a movie for some private time, the possibilities are endless. It's a unique space for our customers to travel the way they choose.



## Comfort

- Kitted out with a 6ft 7" fully flat bed, customers can recline into the increased suite space for maximum comfort throughout their journey.

## Privacy

- Customers will experience optimum privacy in The Retreat, with electronic privacy dividers and fully closing aisle privacy doors. There's also a 'do not disturb' light, so customers can get that all important beauty sleep without being interrupted.

## Entertainment

- With a 27" touchscreen monitor with Bluetooth audio; customers will have access to hours' worth of inflight entertainment at their fingertips. We're also keeping customers fully connected with brand new wireless charging and Bluetooth. Bluetooth is a feature we have added to every seat in every cabin on this beautiful aircraft.

## A330neo Upper Class – an evolution of luxe space and style

We've added more space, some enhanced storage, and even more style to our incredible Upper Class suite. The flexible space allows customers the opportunity to personalise their journeys to how they choose, whether that's to work, rest or socialise. Customers can relax on the 6.4" seat to fully flat bed or watch one of hundreds of films on the 17.3" screen. There's a place for everything – even shoes – and even a mirror. Not to mention a fully closing privacy door, wireless charging and personal in-suite mood lighting.



## Features:

- 17.3" touchscreen with Bluetooth audio
- Up to 22" seat width
- 6ft4" std/ 6ft7.5" front row fully flat bed
- Fully reclinable seat, from upright to bed
- Enhanced storage, including shoe stowage and lockable in-seat stowage
- Fully closing privacy door
- AC, USB-A and USB-C ports
- Wireless charging
- Do not disturb light
- Customer-controlled mood lighting

## A330neo Premium – bigger seats and premium treats

Our already award-winning Premium cabin has been designed to be even more... well, Premium. Small stylish touches meet big differences – like calf rests on every seat. There's intuitive touchscreen



entertainment, Bluetooth audio, and lots of storage. Oh, and did we mention we have an in-seat wireless charger?



Features:

- In-seat wireless charging
- 13.3" touchscreen with Bluetooth audio
- 38" seat pitch
- 18.5" seat width
- AC and USB-A ports
- There are calf rests in every seat and increased storage too

**A330neo Economy – connection and comfort for everyone**

Settle into beautifully designed seats with stylish new fabric. The 13.3" seatback screen is our biggest yet, with an intuitive touchscreen and Bluetooth audio to connect headphones and customers can use their phone as a controller. There's plenty of storage, plus AC power and USB ports to keep gadgets going.



#### Features:

- Our economy cabin offers connections and comfort for everyone
- The 13.3" Bluetooth seatback screen is our biggest yet – connect your own headphones and use your phone as a controller
- AC or USB ports to keep your gadgets going
- 34" seat pitch Economy Delight (31" Economy Classic and Light)
- 17.9" seat width

## Airbus A350-1000

In 2016, Virgin Atlantic announced a \$4.4bn order for twelve Airbus A350-1000 aircraft. The first delivery of the aircraft was taken in September 2019.

As the first airline to introduce an on-board bar, Virgin Atlantic has taken its customer proposition to the next level on its A350, as customers can now enjoy a social space known as The Loft. As the largest social space in the airline's fleet, it's designed for customers to gather, chat, enjoy a drink or dine with friends. The Loft extends the airline's world renowned Clubhouse experience to the skies, offering a wide range of cocktails, and the option for customers to dine together and enjoy afternoon tea.

#### The order

- Virgin Atlantic ordered 12 A350-1000 aircraft
- 7 planes are currently in the fleet
- The order is worth \$4.4bn (list price)

#### Routes

- The aircraft operates a variety of flights from London Heathrow, to New York, Los Angeles and Barbados. Orlando will be the first route for the A350 leisure

#### Capacity and configuration

- All aircraft are fitted with three classes– Upper Class, Premium, and Economy
- There are separate configurations for business and leisure fleets
- The aircraft serving the business fleet seats up to 360 customers
- The aircraft serving the leisure fleet seats up to 410 customers

#### Typical operating characteristics

- The Airbus A350-1000 has a range up to 7,950 nautical miles
- Overall length – 72.25m (237ft 0.5in)
- Wing Span 64.75m (212ft 5.2in)
- Height – 17.08m (56ft 0.3in)
- Cargo capacity of 208.2m<sup>3</sup>, (7352 cubic feet)
- Maximum take-off weight of 308,000kg
- Typical cruising speed of M0.85

## Additional customer benefits of the Airbus A350-1000

- Larger panoramic windows
- Spacious design thanks to illuminated dome ceiling design
- Cleaner air with an advanced filtration system
- Calmer cabin with quieter engines and air conditioning
- Improved cabin atmosphere with lower cabin altitude
- Improved storage with larger overhead bins

## Onboard technology

- All aircraft have wifi onboard
- Customers with laptops, tablets or mobile phones, can connect their devices to the wireless onboard internet
- Wifi costs:
  1. Messaging - £2.99/\$3.99  
This is for Messaging services such as WhatsApp and Facebook
  2. Chat and Surf - £12.99/\$16.99 - 150MB  
This is for light surfing and messaging at 150MB
  3. W-Fi Max - £29.99/\$39.99 - 500MB  
This is for maximum surfing and is 3 times more data volume
- Customers can also browse destination and aircraft information, Retail Therapy and further Virgin Atlantic services complimentary.
- Power is available to every seat on the Airbus A350-1000 therefore customers will be able to work or play throughout their journey

## Environmental performance and efficiency

- The A350-1000 is powered by the new Rolls-Royce Trent XWB engines, the world's most efficient large aero-engine flying today, generating 30% lower CO2 emissions (compared to our current 747-400).
- Extra quiet due to exterior noise levels of 15 EPNdB (Effective Perceived Noise Decibel) below ICAO Chapter-4 requirements. It will reduce our noise footprint at the airports we fly by 52% compared to the 747-400.
- Advanced flight management technology including managed Noise Abatement Departure Procedures (NADPs) and Continuous Descent Approach computation; to optimise the flight path to reduce the noise over sensitive areas, where available for use.
- The A350-1000 brings together the very latest in aerodynamics and advanced design to provide a 30% step change in fuel efficiency compared to our 747-400s.

# Upper Class (Boeing, 787-9, and Airbus A330-300)



## Headline facts

- The longest bed of any airline's business class product and many first class products.
- It provides passengers with customised luxury furniture for sitting on and a mattress for sleeping on so passengers do not have to compromise on the comfort of either.
- The 1-2-1 / 1-1-1 configuration means passengers have their own personal space with no 'step over' by other passengers.
- Passengers can recline in the seat even for take-off and landing

## The Upper Class Suite

- The Upper Class suite has been designed to be separately both the most comfortable bed and the most comfortable seat in the air.
- The Upper Class Suite has won some of the most prestigious design awards in the industry including the Wallpaper award for the Most Life Enhancing Item and the D&AD Yellow Pencil (Silver) award for Product Design.

## The bed facts

- At its widest point, the all – important shoulder area, the bed is 33"
- With one touch of a button the seat converts into a bed by flipping over
- The mattress is totally flat for optimum sleeping comfort

## The cabin facts

- The seats television screen is 11 inches wide and features over 300 hours of entertainment
- The Upper Class cabin features a private bar in an area discreet from the cabin
- White cotton bedding, duvets and sleeper suits are provided
- Keep everything right where you need it. There's more handy storage than ever, with a new literature pocket and two ottoman storage solutions
- Stay productive. Keep your laptop powered throughout the flight with our in-seat power supply compatible with most international plug types
- Stay in touch. All of our A330 aircraft have the AeroMobile system installed so you can make and receive phone calls and send texts from your own mobile phone. All Boeing 787-9 aircraft have Wi-Fi on board



- With the new technology hub, you can connect your smart phone, USB stick or tablet to Vera Touch, watch, read or listen to your own content, plus charge your device
- Our new mood lighting system is programmed to create unique, calming environments for you to work, dine, socialise and sleep

### Upper Class experience

- The Upper Class menu offers a wide selection of light bites, main meals and snacks. A good night flight service is also offered to passengers on shorter flights departing after 9pm – so passengers can enjoy a gourmet meal in the Clubhouse before their flight so that once onboard they can maximise their sleep
- Complimentary drinks including pre-take off champagne and ice creams during the movies
- Onboard bar - a private bar in an area separated from the cabin, which has a welcoming atmosphere
- The Upper Class amenity kit - socks, toothbrush/toothpaste, earplugs, eye mask

### At the airport

- Dedicated check-in and priority boarding
- Arrival facilities – Virgin Revivals at Heathrow features a reception, eighteen shower rooms with a valet cleaning service, a bar and lounge area and a business area with free phone calls, access to email and Internet and faxing facilities
- Complimentary airport transfers are available with some ticket types
- The Upper Class Wing at London Heathrow enables business passengers to speed through the terminal quicker than ever before, moving from limo to lounge in under 10 minutes.
- Passengers can benefit from a dedicated security channel, for use exclusively by Virgin Atlantic customers. After passing through this unique fast-track, they will emerge in the heart of the terminal building and only a short walk from the Virgin Atlantic Clubhouse.
- Upper Class passengers and Flying Club Gold members making their own way to the airport can check-in at the Upper Class Check-In, in Zone A of the main terminal, before taking a priority lift straight to the dedicated security channel. For those Upper Class customers not wishing to linger and enjoy the delights of the Clubhouse they can check in 60 minutes prior to their scheduled departure time at the latest, and whizz through the dedicated security channel straight to the gate

### Clubhouses

- Whether customers want to toast their journeys with a cocktail or find a quiet spot to get some work done, Virgin Atlantic Clubhouses have spaces to suit everyone.
- They offer stylish, peaceful spaces designed to allow you to relax before your flight, away from the bustle of the main airport.
- Access to the Clubhouse is available to all Upper Class customers and Flying Club Gold Card members.
- Currently Virgin Atlantic has Clubhouses at London Heathrow, New York JFK, Johannesburg, Boston, San Francisco and Washington DC.

## Upper Class (A350-1000)



### Headline facts

- Introduces the largest social space of any business class cabin at Virgin Atlantic, named 'The Loft'
- The space features a 32 inch touchscreen monitor and eight Bluetooth audio jacks to enable customers to view content together. This is the first time we've offered Bluetooth in the social space
- It provides space for eight customers – twice the capacity of the existing social spaces on board (five seated and three standing)
- Each aircraft offers 44 upper class suites in a 1-2-1 configuration
- Customers can relax into a 44 inch seat pitch or recline into a fully flat bed
- Each suite features a cocktail table, shelving and a larger tray table to store personal items

# Premium



Premium Economy was first introduced in 1992 as 'Mid Class', a service aimed at the cost-conscious business traveller who for budgetary reasons travels economy but still requires extra space in which to work or relax. The product was rebranded as Premium Economy in November 1994, and Premium in March 2018.

## Virgin Atlantic's Premium features include:

- Leather seats with enhanced ergonomics for increased comfort and an increased seat width
- Adjustable headrest
- A comfortable and spacious ergonomically designed seat with 38" seat pitch (equivalent to some airlines' business class)
- Dual position footrest
- Power at every seat
- Dedicated check-in desks and priority boarding
- Separate cabin in between Economy and Upper Class
- Pre-departure drink
- State-of-the-art inflight entertainment system with over 300 hours of on demand content, including movies, TV shows, music and games
- Enhanced dinner service served on china with stainless steel cutlery
- Amenity kits which include socks, toothbrush/toothpaste, earplugs, and an eye mask
- Complimentary Newspapers
- Priority baggage reclaim
- The Wander Wall is included in all of our 787-9s, a social space at the front of the cabin where customers can help themselves to treats, snacks and drinks throughout the flight

# Economy



Virgin Atlantic's Economy class aims to give maximum value for money and offers three ways to fly: Light, Classic or Delight.

## Features include:

- Contoured, space-saving seats that maximise legroom with an average seat pitch of 31", and new seats with adjustable leather headrests
- Pillows, blankets and amenity kits on all night flights, including socks, eyeshades, a Virgin Atlantic pen and a toothbrush and toothpaste
- Power at every seat
- State of the art inflight entertainment system which offers 300 hours of video on demand – movies, TV shows, audio and games
- Complimentary food and drink throughout the flight
- Complimentary newspapers and magazines at the gate before boarding

## Economy Delight offers all of the above, plus:

- Priority check-in and boarding
- Extra legroom – stretch out and relax with up to 34" seat pitch
- Dedicated overhead storage bins

# Virgin Atlantic, Delta Air Lines & Air France-KLM Joint Venture

Since the joint-venture with Delta Air Lines was put into place in 2014, it's gone from strength to strength and in January 2020, Virgin Atlantic, Delta, Air France and KLM launched their new expanded joint venture, offering greater choice of routes and loyalty options when travelling between Europe, the UK and North America.

The expanded partnership provides customers with more convenient flight schedules and a shared goal of ensuring a smooth and consistent travel experience, whichever airline people fly.

The partnership also provides the flexibility to book flights on any of the four carriers throughout their respective mobile apps, websites or via travel agents.

The expanded JV offers 107 non-stop destinations between UK/Europe and North America. It offers 166 flights per day between UK/Europe and North America.

## SkyTeam

Virgin Atlantic formally joined SkyTeam at a signing ceremony in London on 2<sup>nd</sup> March 2023. Virgin Atlantic is the global airline alliance's first and only UK member airline, enhancing the alliance's transatlantic network and services to and from Heathrow and Manchester airports.

Virgin Atlantic customers benefit from a consistent, seamless customer experience, across 1,000 global destinations in over 170 countries. Customers can conveniently book every SkyTeam member flight on a single ticket, checking in with baggage just once through to their final destination.

Flying Club members can earn Virgin Points and Tier Points across all member airlines, accelerating both their rewards and tier status. Additionally, Flying Club members can redeem hard-earned points on SkyTeam member airlines. Alongside joint venture partners Delta & Air France-KLM, these include Aerolíneas Argentinas, Aeromexico, Air Europa, China Airlines, China Eastern\*, Czech Airlines, Garuda Indonesia, ITA\* Airways, Kenya Airways, Korean Air, MEA, Saudia, TAROM, Vietnam Airlines and XiamenAir.

The airline's Flying Club members receive a host of benefits which enhance their journeys across the SkyTeam network. Virgin Atlantic Silver Card holders are recognised as SkyTeam Elite Members, whilst the airline's Gold Card members are Elite Plus. SkyTeam Elite Plus, First and Business Class customers enjoy SkyPriority services including priority check in, baggage handling and boarding. Extra baggage allowance is offered to both Elite and Elite Plus members.

SkyTeam Elite Plus members travelling on Virgin Atlantic, Delta\* or Aeromexico have access to Virgin Atlantic's renowned Clubhouse at London Heathrow, whilst other SkyTeam Elite Plus members can take advantage of their airline-designated lounge at Terminal 3. Elite Plus members also enjoy a network of 750 worldwide airport lounges to choose from\*.

Virgin Atlantic's entry into the alliance builds upon the success of its transatlantic joint venture with Delta and Air France-KLM, each already long-established SkyTeam members. Virgin Atlantic is co-located at London Heathrow's Terminal 3, alongside Delta and existing SkyTeam members Aeromexico and China Eastern, providing customers with smooth airside transits and the most convenient connection times possible.



\*China Eastern accrual and redemption will be available in July 2023.

\*ITA redemption will be available later in 2023.

\*As per existing agreements, Delta Gold Medallion members will not have access to Virgin Atlantic's Heathrow Clubhouse, unless travelling in Virgin Atlantic Upper Class or Delta One.

# Sustainability

## Modern, clean fuel-efficient fleet

Fleet renewal is the single biggest contribution an airline can currently make to reduce its CO<sub>2</sub> footprint. Virgin Atlantic operates the youngest, cleanest fleet in the sky after a multi-billion-dollar investment in fleet transformation over the last decade. The airline's average aircraft age of just under seven years and 68% next generation which increases to 100% next generation by the beginning of 2027.

- Fleet now comprising Boeing 787-9, Airbus A350-1000 and Airbus A330-900neo aircraft, with all four-engine aircraft retired by December 2020
- Modern fleet delivers significant benefits in CO<sub>2</sub> emissions reductions compared to historic fleet footprint (see 2019 vs 2007 data below)
- These aircraft also deliver significant improvements in fuel efficiency, other GHG emissions and noise reduction

## Key CO<sub>2</sub> reduction achievements *(based on 2019 vs 2007 data)*

Virgin Atlantic achieved significant progress in its CO<sub>2</sub> reduction programme, particularly through fleet renewal:

- 18% improvement in carbon efficiency
- 20% reduction in total fleet carbon emissions
- 17% reduction in carbon per passenger kilometre

(\*\*reducing CO<sub>2</sub> per RTK, a measure calculated from all revenue (paying) passengers and freight (cargo) flown, multiplied by the total number of kilometres flown)

## Sustainable Aviation Fuel (SAF)

Virgin Atlantic's interim target of 10% usage of SAF by 2030 reflects the airline's view that SAF will play a critical role in the decarbonisation of aviation. Virgin Atlantic has supported innovation of new technologies to develop SAF for well over a decade:

- In 2008, Virgin Atlantic carried out the world's first flight of a commercial aircraft partially fuelled with biofuel
- Partnered with LanzaTech since 2011 to develop the capability to produce SAF at commercial scale
- In 2018, Virgin Atlantic flew the first ever commercial flight powered in part by LanzaTech jet fuel derived from waste, from Orlando to London Gatwick
- Worked on a number of development projects as LanzaTech prepares for its first UK SAF plant, planned for Port Talbot, including being shortlisted for Government awards under the Green Fuel Green Skies initiative
- Currently working in partnership with LanzaTech and Carbon Engineering to explore ways in which Direct Air Capture can become a feedstock for SAF

- Partnered with Neste Oyi to supply of 2.5 million litres/2,000 metric tonnes of neat Sustainable Aviation Fuel (SAF) to London Heathrow

### Operation efficiencies

Virgin Atlantic has a programme of continuous operational improvement, targeted at reducing fuel burn and CO<sub>2</sub> emissions:

- Award-winning flight captain's programme on fuel and carbon savings
- Examples include single engine taxiing where possible at airports and in-flight efficiency measures
- Reducing product weight on board flights by 8% between 2016–2019

### Sustainability innovations on board and on the ground

The airline has a track record of implementing thoughtful innovation and procedures to help minimise Virgin Atlantic's impact on the planet and its valuable resources:

- Focus on reducing single use plastic by minimising the use of materials which will not biodegrade or are single-use – with initiatives including the introduction of sustainably sourced amenity kits
- Stopped serving beef on board and in our Clubhouses to reduce the airline's carbon footprint
- Cabin crew uniforms, designed by Vivienne Westwood in 2014, feature a minimum of 25% recycled materials
- Utilising 100% green energy supply in key office locations; over 90% of car fleet are petrol hybrid

### Carbon offsetting

Virgin Atlantic customers have been able to offset the carbon on their flight by a carbon offsetting scheme run by ClimateCare, since 2019:

- Scheme finances renewable energy and natural resource conservation projects around the world
- Passengers access CO<sub>2</sub> offsets held by Climate Care which match their flight carbon footprint
- Virgin Red club members can also directly support Direct Air Capture research

### Innovation partners and memberships

Virgin has a longstanding reputation for supporting innovation and breakthrough technologies and sustainable practices for aviation:

- Founder members of **Sustainable Aviation** (2011) and **Jet Zero Council** (2020) to work with government and industry to drive sustainable future for aviation
- In 2013, initiated an industry first partnership with the **Sustainable Restaurant Association (SRA)**, which aims to ensure onboard food and drink is ethically sourced and minimises negative effects on the environment
- May 2021 partnership on **atmosFUEL** project with partners including Carbon Engineering and LanzaTech, investigating feasibility of Direct Air Capture as SAF feedstock, which was shortlisted for funding awards by the UK Government's Green Fuels Green Skies initiative



- In June 2021, announced MoU with eVTOL start up **Vertical Aerospace** to accelerate zero emissions air travel, with option to purchase 150 eVTOL aircraft
- In August 2021, agreed an MOU with **Storegga Geotechnologies** to develop Direct Air Capture and Storage solutions in the Scottish Industrial Cluster
- Member of the **Cleaner Skies for Tomorrow Coalition**, which brings together aviation leaders to deliver a transition to carbon-neutral flying using sustainable aviation fuels. Signatory to global Ambition Statement to use 10% SAF by 2030

Read more about our sustainability ventures [here](#).

## Business as a Force for Good

Our Be Yourself policy enables our people to be their true selves at work and create an inclusive environment where everyone's individuality is celebrated.

In March 2019 we updated our uniform and make-up policy so, both women and men now have the option of wearing make-up or not wearing make-up. Our female cabin crew are offered trousers as standard (previously only available upon request). Not only do the new guidelines provide more comfort, they empower our team with more choice on how they want to express themselves. In May 2022, we relaxed our tattoo policy for all our people. Previously, any (uniformed) employee had to cover up any visible tattoo with a long sleeved shirt, plasters or make up. In September 2022, we removed the requirement for our people to wear gendered uniform options.

We also used the arrival of our new A350 aircraft as an opportunity to refresh our traditional Flying Lady by welcoming five new Flying Icons – a mixture of men and women representing modern Britain and the four continents that Virgin Atlantic flies to.

We have also operated the world's first Pride flight for World Pride, fully staffed by LGBTQ+ crew and pilots. We've also renewed our longstanding sponsorship Attitude awards, following a successful decade long partnership alongside our lead sponsorship of Manchester Pride.

More recently, in 2020 we entered a multiyear partnership with Open for Business, launching the Caribbean Local Influencer Programme to champion the business rationale for LGBTQ+ inclusion across the islands. Much of the Caribbean – Virgin Atlantic's heartland leisure destination – can be one of the least inclusive areas to visit, with many islands still enforcing colonial homophobic laws. These laws are counterproductive to economic recovery and it's essential that the Caribbean attracts the widest demographic of travellers possible as the world reopens. Our two-phased approach to our partnership with Open for Business consists of a research phase to understand business and socioeconomic impact of excluding the LGBTQ+ community, and a second phase to build a network of business leaders and civil society, using the research to advance LGBTQ+ rights and inclusion. This work – despite being in its infancy – has seen Virgin awarded with the [Open for Business Global Equality Champion](#) in our support of one of the largest ever LGBTQ+ data collection programmes in the Caribbean.

Our employee networks form an important part of life at Virgin Atlantic and are extremely effective at promoting and celebrating diversity and inclusion. Scarlet, is our women's networking group. Open to both men and women, it holds a variety of monthly networking sessions from skills development to guest speakers. It also helps promote key topics such as menopause awareness. Our other networks -Pride@VirginAtlantic (for our LGBTQ+ people and allies), DEN (for our disabled people and allies), and VALUED (for our black and minority ethnic people, and allies) – all play a key part in championing diversity and inclusion across our business.

We're passionate about empowering the next generation in our communities to reach their potential. That's why through Passport to Change, we've pledged £2.5 million over five years to

support STEM (Science, Technology, Engineering & Mathematics) initiatives with grants, sponsorships and investments. Working closely with our new charity partners, our community programme aims to inspire and empower young people from all corners of society to engage with STEM education and build career skills for the future in science, technology, engineering and maths.

Designed to empower the next generation to fulfil their potential through education, our ambition is to grow its presence across destinations, encourage social mobility and close the difference between the majority and minority groups, creating opportunities to address inequity in educational learning.

We've teamed up with **Speakers for Schools**, aiming to end educational inequality and level the playing field for all young people. Through our year-long programme young people from our three partner schools will see the entire breadth of the aviation industry.

With **UK for UNHCR**, the charity partner of the UN Refugee Agency, we're supporting young refugees in Delhi, many of whom have sought refuge from Afghanistan, with an accelerated learning programme before expanding the partnership to support university STEM scholarships for refugees around the world.

Partnering up with STEM-based education expert, **The Smallpeice Trust**, we will focus on increasing engagement of STEM subjects, in particular engineering. We'll do this through sponsoring scholars in The Smallpeice Trust's Arkwright Scholarship programme as well as sponsoring a four-day residential programme in 2022, to explore the world of STEM.

## Virgin Atlantic Cargo

Virgin Atlantic Cargo has been an important part of Virgin Atlantic's business ever since the airline was founded. In 2022 the airline carried over 191 million kilograms of cargo and is recognised as one of the world's most customer-focused, service-oriented and dynamic airlines. In January 2023, the team moved to a new Cargo Management System which is the first step towards a digital future. This comes with a suite of API's that enables a whole new level of connectivity.

The cargo team play a vital role in keeping global supply chains running and transporting essential goods around the world, throughout fluctuating market conditions and global challenges. Alongside Joint Venture partners Delta Airlines and Air France-KLM Cargo, the four airlines together are offering cargo customers greater choice than ever before.

## Virgin Atlantic Holidays

Virgin Atlantic Holidays is the UK's favourite worldwide holiday company. Founded in 1985 on the Virgin principles of excellent customer service, value, reliability, responsibility and a sense of fun, it has used its entrepreneurial heritage and passion for innovation to benefit customers and communities around the world.

The brand is particularly known for the 'magic touches' it has brought to market. From the world's first dedicated airport leisure lounges to the Branson Centre of Entrepreneurship in the Caribbean, Virgin Holidays puts its customers and the communities it works with at the heart of its commitment to do things differently. At the 2019 British Travel Awards, Virgin Atlantic Holidays picked up four gold awards, including Best Holiday Company and Best for Destination.

# Network

Our direct network for 2023 is as follows:

Route	Summer Frequency 2023	Winter Frequency 2022
<b>Heathrow</b>		
Antigua	1x weekly via BGI 11 <sup>th</sup> May 2023 – 28 <sup>th</sup> October 2023	4x weekly
Atlanta	7x weekly	7x weekly
Austin	4x weekly 7x weekly in May, June and September 2023 onwards. Stays at 4x weekly through July and August.	4x weekly
Bahamas	2x weekly	2x weekly Nov 4x weekly Dec-Mar
Barbados	7x weekly	10x weekly
Boston	7x weekly	7x weekly
Cape Town	-	7x weekly
Delhi	14x weekly	14x weekly
Grenada (via BGI)	2x weekly	2x weekly
Havana	N/A	N/A
Islamabad	3x weekly	3x weekly
Johannesburg	7x weekly	7x weekly
Lagos	7x weekly	7x weekly
Lahore	4x weekly	4x weekly
Las Vegas	7x weekly	7x weekly
Los Angeles	21x weekly	14x weekly
Maldives (commencing 22 <sup>nd</sup> October 2023)	-	3x weekly (from 22 <sup>nd</sup> October)
Miami	10x weekly	14x weekly
Montego Bay	4x weekly [2x non-stop, 2x via NAS]	7x weekly from December [3x non-stop, 4x via NAS]
Mumbai	7x weekly	7x weekly
New York, JFK	6x Daily from April 2023	5x Daily
Orlando	14x weekly 11x weekly in May and June 2023	10x weekly Nov 7x weekly Dec-Mar
San Francisco	14x weekly	7x weekly
Seattle	5x weekly	7x weekly
Shanghai (Restarts 1 <sup>st</sup> May 2023)	7x weekly (from 1 <sup>st</sup> May)	7x weekly
St Lucia	-	3x weekly
St Vincent (via BGI)	2x weekly	2x weekly
Tampa	7x weekly	4x weekly from 3 <sup>rd</sup> November 7x weekly from 28 <sup>th</sup> November
Tel Aviv	7x weekly	7x weekly
Turks & Caicos (commencing 4 <sup>th</sup> November 2023)	-	2x weekly (from 4 <sup>th</sup> November)
Washington	5x weekly	7x weekly
<b>Manchester</b>		
Atlanta	5x weekly	4x weekly

Barbados	-	3x weekly Nov 5x weekly Dec-Mar
Islamabad	2x weekly	-
New York	7x weekly	5-7x weekly
Orlando	12x weekly 7x weekly in May and June 2023	7-9x weekly
<b>Edinburgh</b>		
Orlando	2x weekly Resumes 21 <sup>st</sup> June 2023	-

Summer Season: End March through end October

Winter Season: End October through end March

For information on our extended networks through our partners Delta, KLM and Air France, visit <https://www.virginatlantic.com/gb/en/destinations/partner-route-map.html>

## Codeshare partners

### Aeroméxico

Aeroméxico, Mexico's global airline, operates more than 600 daily flights and its main hub is in Terminal 2 at the Mexico City International Airport. Its destinations network features 89 cities on three continents; including 43 destinations in Mexico, 18 in the United States, 18 in Latin America, 4 in Europe, 3 in Canada and 3 in Asia.

In December 2018, we introduced our new codeshare partnership with Aeroméxico. Direct from London Heathrow or via our US hubs you can connect to Mexico City, Guadalajara, Monterrey, Querétaro, Silao and beyond to further Mexican destinations and Havana.

Together with Aeroméxico we can offer passengers to travel to Mexico City directly from London. From London and Manchester via our US hubs Atlanta, New York JFK, Las Vegas, Los Angeles, and Orlando Mexico City, Guadalajara, Monterrey, Querétaro, Silao can be reached. From Mexico City and Monterrey the journey can be continued to Cancun, Chihuahua, Havana, Puerto Vallarta, San Jose del Cabo, San Luis Potosi, Tampico, Tuxtla Gutierrez, Veracruz, and Villahermosa.

### Air New Zealand

Air New Zealand was founded in 1940 as Tasman Empire Airways Limited and is New Zealand's national airline. Air New Zealand is based in Auckland and flies to over 50 destinations across Oceania, Asia, Europe, North American and more recently, South America.

In March 2011, we launched our partnership with Air New Zealand, where we codeshare on several Air New Zealand routes including flights between San Francisco and Auckland, Shanghai and Auckland, Los Angeles and Rarotonga and Rarotonga and Auckland. We also codeshare on domestic flights within New Zealand.

### LATAM Airlines

We launched our newest codeshare with LATAM Airlines on 17<sup>th</sup> January 2022, offering customers the opportunity to fly seamlessly to the South American country of Brazil.

LATAM is South America's leading airline group. Our customers are now able to travel from Heathrow direct to São Paulo as well as connecting onwards onto 12 domestic airports in Brazil including Rio

de Janeiro, Salvador and Florianopolis. Customers travelling from São Paulo to London Heathrow will also have the option to smoothly connect onto Virgin Atlantic's rest of world destinations through Terminal 3 including Tel Aviv, Delhi and Hong Kong.

### **Middle East Airlines**

Middle East Airlines, founded in 1945, is based in Lebanon's capital, Beirut. The carrier has an extensive network across the Middle East and beyond, served by its fleet of modern Airbus aircraft, including brand new A321 NEOs.

Since the launch of our codeshare in July 2021, we've offered our customers seamless connections between the US and Lebanon through our home in London Heathrow.

### **Singapore Airlines**

Our longest standing codeshare, we have partnered with Singapore Airlines since October 2001. Together with Singapore Airlines, one of the world's most respected and innovative airlines, we can connect passengers from both London Heathrow and Manchester to Singapore as well as to several Australian cities from Singapore.

Singapore Airlines commenced operations in 1947 as Malayan Airways serving a number of cities across the region. Since becoming Singapore Airlines in 1972, the airline has established itself as an innovative airline with high standards of care and service. It now flies to destinations across six continents.

### **Westjet**

We launched our codeshare with Westjet in November 2019, who fly direct from London Gatwick to Toronto and Calgary year-round with seasonal service to Vancouver, Halifax, Edmonton and Winnipeg. You can connect to more than 40 Canadian destinations via Toronto, Calgary, Vancouver and Halifax.

In 1996, Clive Beddoe and a team of like-minded partners started WestJet with three aircraft, five destinations and 220 friendly WestJetters. Today, WestJet have three different aircraft types and fly to more than 100 destinations in North America, Central America, The Caribbean and Europe. 14,000 WestJetters are dedicated to flying more than 22 million guests a year, on over 700 flights per day, with a fleet of over 150 aircraft.

### **IndiGo**

Founded in 2006, IndiGo is India's largest passenger airline. Their main base is in Delhi, with additional bases across the country. IndiGo services 74 domestic destinations and 25 international.

Our partnership with IndiGo was launched in August 2022. Together with IndiGo, we can offer passengers onward connections from Delhi and Mumbai to and from 16 destinations throughout India, as well as connections onto Virgin Atlantic's extensive US network operated via London Heathrow.

For more information on our codeshare partners and joint ventures, visit <https://flywith.virginatlantic.com/gb/en/partner-airlines.html>

## **Flying Club**

Anyone can join Flying Club for free and earn Virgin points on every Virgin Atlantic flight. Virgin points can be spent on several rewards, including upgrades, flights and more. Becoming a Flying Club member is a great way to earn points in the air with us or our airline partners.

Flying Club has three membership tiers – Red, Silver and Gold. Each tier has different benefits such as the following:

## Red

New Flying Club members are placed in this tier. Benefits include:

- Earn Virgin Points when you fly
- Points Plus Money on flights
- Spend Virgin Points on Reward Flights
- Access to a whole host of partner brands
- Earn and spend your points with Virgin Red

## Silver

Members with 400 Tier Points are allocated to Silver. Benefits include:

- 30% more Virgin Points on flights
- Premium Check in
- Free seat assignment in Economy Light
- Earn and spend your points with Virgin Red

## Gold

Members with 1000 Tier Points become Gold. Benefits include:

- 60% more Virgin Points on flights
- Upper Class Check In
- Access to our Clubhouses and London Heathrow Revivals
- Extra luggage allowance, no matter which cabin you fly
- Gold Reward Seats – turn any seat into a Reward Seat for double the usual points price
- Earn and Spend your points with Virgin Red

The only way you can move up to Silver or Gold is by earning Tier Points which you'll get when you fly. The more you fly, the more Tier Points you'll earn. Tier Points expire after 12 months, meaning you need to earn a certain number of points a year to maintain your status.

For more information, visit <https://flywith.virginatlantic.com/ng/en/flying-club.html>

# Virgin Red

Virgin Red is a rewards club for everyone, whether you're into music, flying, holidays, or experiences – there are more than one hundred and fifty rewards to choose from, across five different reward categories:

- Every day treats
- Travel and adventure
- Extraordinary experiences
- Points for good
- Everyday living

Virgin Red is the red thread connecting the Virgin family, where members can earn and spend Virgin Points, from the small things that make the everyday better, to awesome extraordinary experiences. Virgin Red also makes it easy to support local communities, charities and the environment.

Virgin Red celebrates its members for living a life more Virgin – giving them exclusive access to rewards from the Virgin family and beyond. It's easy for members to earn and spend Virgin Points – Virgin's universal currency which never expires. Virgin Red has made it super easy to earn points, in just two clicks, members can be earning points on their everyday spending with more than 45 retailers with more being added every day.

For more information, visit <https://www.virgin.com/virgin-red>

## Award Wins and Recognitions

We've been winning awards since 1986 and we're honoured to receive them! Listed below are the details of our recent award wins, dating back to 2020.

Year	Organisation	Award Title
2023	Travel Weekly UK Globe Travel Awards	Best Long-Haul Airline.
2022	Skytrax World Airline Awards	The LHR Clubhouse picked up World's Best Business Class Lounge and our Premium cabin picked up World's Best Premium Economy Class.
2022	<a href="#">Newsweek</a>	Virgin Atlantic was ranked number one on Newsweek's list of UK's top 100 most loved workplaces in 2022.
2022	APEX Official Airline Ratings	Virgin Atlantic received a 5* Global Airline Rating in the 2021 APEX Official Airline Ratings for the 6th year running, making us the only British airline to have achieved this milestone.
2022	APEX/IFSA	We also picked up the APEX/IFSA Award for Best Product or Service for 'The Booth', our social space flying on the Airbus A350 leisure configuration.
2022	APEX Passenger Choice Award	APEX Passenger Choice Award for Best Overall Airline in Europe.
2022	<a href="#">Disability Confident</a>	In 2022 we were awarded the next level of the Disability Confident accreditation.
2022	Recruitment Industry Disability Initiative awards	Best Inclusive Recruitment Campaign and the Greatest Impact Award.



2022	<a href="#">Gay Travel Awards</a>	Winner in the Airline Category.
2021	Skytrax World Airline Awards	<ul style="list-style-type: none"> <li>• COVID-19 Airline Excellence Award</li> <li>• World's Best Premium Economy Class Airline</li> </ul>
2021	AirlineRatings.com	Top 20 Airlines in the World (Virgin Atlantic named #7).
2021	TTG Travel Industry Award	Airline of The Year Award.
2021	APEX Official Airline Ratings	Virgin Atlantic received a 5* Global Airline Rating in the 2021 APEX Official Airline Ratings for the 5th year running, making us the only British airline to have achieved this milestone.
2020	God Save the Points	Winner of the best UK airline for on time flights.
2020	Airline Ratings	Number 12 in the top 20 safest airlines.
2020	KAYAK Travel Awards	<ul style="list-style-type: none"> <li>• Best airline</li> <li>• Best airline boarding</li> <li>• Best airline comfort</li> <li>• Best airline crew</li> <li>• Best airline entertainment</li> <li>• Best airline food</li> <li>• Best baggage service</li> <li>• Number 1 in the United Kingdom for all KAYAK awards listed above</li> </ul>