

## Virgin Australia Extra Seat Process Travel Agent Guide

Virgin Australia will allow a guest to book an extra seat for the following reasons:

- › Personal comfort
- › To securely hold a guitar or cello
- › For the use of a child restraint (for children only, this excludes infants using a child restraint)

This process outlines the procedure to be followed when booking extra seats on Virgin Australia operated flights only. For itineraries which include other airlines, please contact the operating carrier for assistance.

*Note: guests can purchase up to two (2) extra seats.*

### Extra Seat for Passenger Comfort (EXST)

*Booking an extra seat:*

- › Create booking as normal with the total number of seats required, including the extra seat in one PNR.

When adding the name of the extra seat ensure the surname is the same as the passenger the extra seat is for and the first name of the extra seat needs to be EXST with no title associated.

### GDS Entries - Extra Seat

#### Sabre – 1S

Assign extra seat to passenger 2 name field	2SMITH/THOMASMR/EXST
Send SSR to airline	3EXST/REQUIRED FOR PERSONAL COMFORT-1.1

#### Amadeus – 1A\*

Assign extra seat to passenger 2 name field	NM2SMITH/THOMAS MR(IDEXST)/EXST
Send SSR to airline	SREXST-REQUIRED FOR PERSONAL COMFORT/P1

*\*Amadeus does not permit more than one EXST extra seat. If your guest requires two extra seats please contact our Industry Support Team for assistance: [va.agentshelpdesk@virginaustralia.com](mailto:va.agentshelpdesk@virginaustralia.com)*

#### Galileo – 1G

Assign extra seat to passenger 2 name field	N.2SMITH/THOMASMR/EXST
Send SSR to airline	SI.P2S1.1/EXST*VA EXST REQUIRED FOR PERSONAL COMFORT

When booking two extra seats for one passenger, follow the same process, adding two EXST guests in the reservation. For example:

**3SMITH/THOMASMR/EXST/EXST  
3EXST/REQUIRED FOR PERSONAL COMFORT**

Before ending the PNR, add the applicable SSR to the passenger the extra seat is associated to 'EXST REQUIRED FOR PERSONAL COMFORT'.

### *Cost for an extra seat:*

- The passenger's primary seat will be charged as normal (including the base fare, taxes and any surcharges).

For the extra seats on Domestic and International Short Haul tickets, the passenger will be charged the applicable base fare (plus GST) for the extra seat plus any Q surcharge but will not be charged taxes.

### *Ticketing an extra seat:*

When issuing the ticket for the booking, please ensure that you ONLY issue ONE ticket for the passenger including the extra seat. The extra seat is shown in the Fare Basis. Enter the applicable fare basis code, followed by the ticket designator 'EX'.

For example:

**NLE0ZVUR/EX or NLE0ZVUR.EX**

## Extra Seat for Bulky Carry-on Cabin Baggage (CBBG)

### *Booking an extra seat:*

- Create booking as normal with the total number of seats required including the extra seat in one PNR.

When adding the name of the extra seat guest ensure the surname is the same as the passenger the extra seat is for and the first name of the extra seat needs to be CBBG with no title associated.

## GDS Entries - Extra Seat

### Sabre – 1S

Assign extra seat to passenger 2 name field	2SMITH/THOMASMR/CBBG
Send SSR to airline	3CBBG/MUSICAL INSTRUMENT CELLO-1.2

### Amadeus – 1A

Assign extra seat to passenger 2 name field	NM2SMITH/THOMAS MR/CBBG
Send SSR to airline	SRCBBG-MUSICAL INSTRUMENT CELLO/P2



**Galileo – 1G**

Assign extra seat to passenger 2 name field	N.2SMITH/THOMASMR/CBBG
Send SSR to airline	SI.P2S1.2/CBBG*VA MUSICAL INSTRUMENT CELLO

Before ending the PNR, add the applicable SSR to the passenger the extra seat is associated to ‘CBBG MUSICAL INSTRUMENT CELLO’

*Cost for an extra seat:*

- The passenger’s primary seat will be charged as normal (including the base fare, taxes and any surcharges).

For the extra seats on Domestic tickets and International Short Haul tickets, the passenger will be charged the applicable base fare (plus GST) for the extra seat plus any Q surcharge but will not be charged taxes.

*Ticketing an extra seat:*

- When issuing the ticket for the booking, please ensure that you ONLY issue ONE ticket for the passenger including the extra seat. The extra seat is shown in the Fare Basis. Enter the applicable fare basis code, followed by the ticket designator ‘EX’.

For example:

**NLE0ZVUR/EX or NLE0ZVUR.EX**

**Extra Seat for Customer Restraint (CRST)**

Virgin Australia accept the carriage of selected child restraint systems (which include car seats and harness type restraints) onboard. Approved customer restraint systems must be certified for carriage in an aircraft and meet the acceptance criteria. This excludes infants using a child restraint.

Please refer to the acceptance criteria on the Virgin Australia website [here](#).

Due to the design of the Carrot 3000, Carrot XL and Meru TravelChair, an extra seat must be booked at PNR creation. **The EXST is free of charge.**

*Booking an extra seat for Carrot 300, Carrot XL and Meru TravelChair:*

- Create booking as normal with the total number of seats required, including the extra seat in one PNR.

When adding the name of the extra seat ensure the surname is the same as the passenger the extra seat is for and the first name of the extra seat needs to be EXST with no title associated.

## GDS Entries - Extra Seat

### Sabre – 1S

Assign extra seat to passenger 2 name field	2SMITH/THOMASMR/EXST
Send SSR to airline	3EXST/EXTRA SEAT FOR SUPPORT DEVICE-1.2

### Amadeus – 1A

Assign extra seat to passenger 2 name field	NM2SMITH/THOMAS MR(IDCRST)/EXST
Send SSR to airline	SREXST-EXTRA SEAT FOR SUPPORT DEVICE/P2

### Galileo – 1G

Assign extra seat to passenger 2 name field	N.2SMITH/THOMASMR/EXST
Send SSR to airline	SI.P2S1.2/EXST*VA EXTRA SEAT FOR SUPPORT DEVICE

Before ending the PNR, add the applicable EXST SSR with SSR free text 'EXTRA SEAT FOR SUPPORT DEVICE' to the passenger the extra seat is associated to.

#### *Cost for an extra seat:*

The extra seat is free of charge when booking for the following support devices; Carrot 3000, Carrot XI and Meru TravelChair

#### *Ticketing an extra seat:*

When issuing the ticket for the booking, please ensure that you **only issue one ticket** for the passenger. The extra seat is free of charge and will not appear on any ticket.

## Baggage Allowance - Extra Seat

When purchasing an extra seat(s), guests are entitled to the additional checked baggage and carry-on allowance for the extra seat applicable to the fare purchased. The baggage allowance cannot be pooled and must be checked in as two (2) separate bags (i.e. one bag for one guest and one bag for the extra seat).

## Extra Seat - Existing Bookings

Please contact Virgin Australia Industry Support for assistance when booking an extra seat for an existing ticketed booking.

### Where do I go for more information?

- › For GDS support please contact your GDS provider helpdesk.