

## Travel Agents Guide to booking Virgin Australia flights with an Assistance Animal

Virgin Australia permits guests to travel with assistance animals, such as guide or hearing dogs, on our flights at no extra charge, provided the animal is trained to assist a person with a disability.

### We welcome assistance animals that:

- Have been trained to help a person alleviate the effects of a disability; and
- Meet the standards of hygiene and behaviour that are appropriate for an animal in a public place.

See the list of pre-approved organisations and trainers [here](#) along with more information if the assistance animal hasn't been trained by one of the organisations or trainers on the list.

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

### 1. Make the Booking

Create a booking with the total number of seats required, including one extra seat in one PNR for the assistance animal.

When adding the name within the PNR for the extra seat, ensure the surname is the same as the passenger travelling with the assistance animal and the first name of the extra seat is EXST with no title associated.

#### Sabre – 1S

Assign extra seat to passenger 2 name field

2SMITH/THOMASMR/EXST

#### Amadeus – 1A

Assign extra seat to passenger 2 name field

NM2SMITH/THOMAS MR(IDEXST)/EXST

#### Galileo – 1G

Assign extra seat to passenger 2 name field

N.2SMITH/THOMASMR/EXST

### 2. Contact our Special Assistance Team

Contact our Specific Assistance Team on **1300 139 303** (in Australia) or **+617 3295 3941** (if overseas) who will ensure the correct seating and special service requests (SSRs) are added into the booking before you proceed with ticketing

### 3. Ticket Issuance

When issuing the ticket for the booking, please ensure ONLY ONE ticket for the passenger is issued, no ticket is required for the extra seat for the assistance animal.

### Where do I go for more information?

Please visit the Virgin Australia Website [Travelling with your Assistance Animal](#)