

Special Service Request GDS Booking Guide

Please refer to this guide to see which Special Service Request (SSR) codes are accepted on VA-Operated services and VA*QR Wet-lease services (VA 1-29).

SSR Code	Definition	VA-Operated	VA*QR Wet-lease
BIKE	Bike	✓	X
BLND	Vision impaired	✓	✓
BSCT	Bassinet	X	✓
BULK	Bulky baggage	✓	X
CBBG	Extra seat for cabin baggage	✓	X
CENT	Century passenger	X	✓
CHLD	Child passenger	✓	✓
CKIN	Check-in remark	✓	✓
COUR	Courier	✓	X
CRUZ	Cruise passenger	✓	✓
CTCE	Passenger contact for operational disruptions, email	✓	✓
CTCM	Passenger contact for operational disruptions, mobile	✓	✓
CTCR	Passenger contact for operational disruptions, refused	✓	✓
DEAF	Hearing impaired	✓	✓
DOCA	APIS info, address	✓	✓
DOCO	APIS info, secondary document	✓	✓
DOCS	APIS info, travel document	✓	✓
DPNA	Disabled passenger with intellectual or development disability needing assistance (Further SSR commands required in conjunction with is code)	✓	✓
EXST	Extra seat for comfort	✓	X



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SSR Code	Definition	VA-Operated	VA*QR Wet-lease
FRAG	Fragile baggage	✓	✓
GPST	Group seating	✓	✓
INFT	Infant without seat	✓	✓
INST	Infant with a seat	X	X
LANG	Language spoken	✓	✓
MAAS	Meet and Assist	✓	X
MEDA	Medical clearance	✓	✓
MEQT	Medical equipment	X	X
PCTC	Passenger contact	✓	✓
PPOC	Personal portable oxygen	✓	✓
PTM	Passenger tracing contact, email address	✓	✓
PTPH	Passenger tracing contact, phone number	✓	✓
RQST	Request seat	✓	✓
SEMN	Seamen	✓	✓
SPEQ	Sporting equipment	✓	X
SVAN	Service animal	✓	X
UMNR	Unaccompanied minor	✓	X
WCBD	Wheelchair, dry battery	✓	✓
WCBW	Wheelchair, wet battery (VA Operated is only accepted with wet lease connection)	X	✓
WCHC	Wheelchair, no mobility, requires assistance to seat	✓	✓
WCHR	Wheelchair, unable to walk long distance	✓	✓
WCHS	Wheelchair, unable to climb stairs	✓	✓
WCLB	Wheelchair, lithium battery	X	X
WCMP	Wheelchair, manual power	✓	✓
WCOB	Wheelchair, onboard	✓	✓
WEAP	Weapons	✓	X
YPTA	Young person travelling alone	✓	X



SSR Meal commands available on VA*QR Wet-lease

SSR Code	Definition
AVML	Asian Vegetarian
BBML	Baby meal
BLML	Bland
CHML	Child meal
DBML	Diabetic meal
FPML	Fruit platter
GFML	Gluten free
HNML	Hindu meal
KSML	Kosher
LCML	Low calorie
LFML	Low fat/low cholesterol meal
LSML	Low salt
MOML	Muslim meal
NLML	Low lactose
NOML	No meal will be eaten during the flight
RVML	Raw vegetarian meal
VGML	Vegetarian vegan
VJML	Vegetarian jain
VLML	Vegetarian lacto-ovo
VOML	Vegetarian oriental

VA-operated flights do not include inflight meals, however guests are able to purchase from our onboard menu.

Need further help?

To find out more call our Industry support team on **13 67 37** or email va.agentshelpdesk@virginaustralia.com

Operating hours are Mon-Fri: 5.00am - 11.00pm | Sat-Sun: 7.30am - 6.00pm (AEST)