

Virgin Australia Specific Needs and Assistance Process Travel Agent Guide

This document outlines the procedure to follow for Agents when guests require a Specific Service Request (SSR) in order to fulfil a specific need and requires assistance. Safety and comfort is important to Virgin Australia, so to ensure your guest's flight is as enjoyable as possible, Virgin Australia needs to be aware of any specific needs in advance (if applicable). The following Specific Service Requests are outlined in this document:

- Mobility Assistance
- Medical Clearance
- Onboard Use of Personal Medical Equipment
- Disability Assistance Concession
- Meet and Assist
- Guide, Hearing and Assistance Dogs
- Special Meals

Please note, certain services are not available at all ports. Please confirm with Virgin Australia what services are available at the guest's outbound and inbound port **prior** to booking any assistance for your guest.

Key Information

Mobility Assistance

The following services can be requested via your GDS:

Applicable SSR:

- **WCHR** – guest cannot walk long distances but can walk stairs.
- *Virgin Australia will provide a wheelchair from the check in counter to the departure gate.*
- **WCHS** – guest cannot walk long distances or stairs but can walk to seat.
- *Virgin Australia will provide a wheelchair from the check in counter to the aircraft door.*
- **WCOB** – guest requires wheelchair onboard (must be booked in conjunction with WCHR and WCHS).
- *Virgin Australia can assist in transferring guests into their seat through use of a slide sheet/board.*

The following services can be requested by contacting Virgin Australia industry support:

Applicable SSR:

- **WCHC** – guest may be completely immobile and require wheelchair from check-in to cabin seat.
- **WCLB** – guest is a WCHR, WCHS or WCHC and travelling with an electric wheelchair that has a lithium battery.
- **WCBD** – guest is a WCHR, WCHS or WCHC and travelling with an electric wheelchair that has a non-spillable sealed lead acid (SLA) or gel battery.
- **WCMP** – guest travelling with a manual wheelchair in hold but doesn't require assistance.
- **TRSO** – guest requires an upper torso harness onboard

Note: booking process will change depending on whether the request is made **more than 24 hours** prior to travel or within 24 hours of travel.

For more information on mobility assistance, including permitted wheelchair dimensions, [click here](#)

Medical Clearance

Can be requested via the GDS however must be pre-approved by Virgin Australia prior to travel. Guests must submit the form to Virgin Australia directly for approval.

Medical clearance is required if a guest:

- Needs oxygen during a flight.
- Have a medical condition such that there is reasonable doubt the guest can complete the flight safely, without requiring extraordinary medical assistance during the flight.
- Have a communicable disease or condition that could pose a direct threat to the health and safety of others on the flight.

Applicable SSR:

- MEDA

Note: booking process will change depending on whether the request is made **more than 72 hours** prior to travel or within 72 hours of travel.

- [Medical Clearance Form](#) is required for each flight.
- Travel to/from USA may not require a Medical Clearance Form – check [Medical Clearance Guidelines](#).

Onboard Use of Personal Medical Equipment

Must be booked by Virgin Australia.

Applicable SSR:

- PPOC – personal portable oxygen concentrator.
- CPAP – continuous positive airway pressure machine.
- MEQT – personal medical equipment for onboard use.

Refer to the [Personal Medical Equipment List](#) for guidance on approved onboard medical equipment which may be carried onboard by guests. Batteries for portable electronic equipment including medical devices must comply with the [Battery Limitations](#).

If the device is not on the Personal Medical Equipment List, the guest must submit a completed [Request for Personal Medical Equipment form](#) to Virgin Australia at least 48 hours prior to departure date.

Disability Assistance Concession

Eligibility for the Concession will be determined by Virgin Australia. This is based on an evaluation of the Access Guest's ability to meet the [VA Independent Travel Criteria \(ITC\)](#).

If an Access Guest doesn't meet the ITC, they are required to travel with a Carer.

The Access Guest does not meet the ITC if:

- they are unable to understand and respond to briefings about emergency procedures; and
- they require personal assistance onboard such as:
- assistance using bathroom facilities, including lifting to/from the toilet;
- assistance transferring themselves to a wheelchair and/or aircraft seat if they are 130kg in weight or heavier;
- assistance administering medication; or
- assistance with food and beverage consumption.

Meet and Assist

Can be requested via the GDS and is available for guests who:

- Require specific assistance with carrying cabin baggage while boarding and disembarking the aircraft, or through Customs for international flights.

A Virgin Australia team member can assist them from the check-in gate through to boarding the aircraft and vice versa when disembarking. Note that this may be a parent travelling with young children; a non-English speaking guest; or an elderly guest not requiring a wheelchair.

Applicable SSR:

- MAAS – guest requires meet and assistance at the airport.

Note: Meet and Assist cannot be used as a substitute for wheelchair access.

Guide, Hearing and Assistance Dogs

This must be booked by Virgin Australia.

Virgin Australia can accommodate a Guide, Hearing and Assistance Dog when accompanying a guest with a disability. This is subject to the Dog satisfying Virgin Australia's requirements for carriage in the aircraft cabin. Refer to the link [here](#) for requirements for carriage of Guide, Hearing or Assistance Dogs.

Available on:

- ✓ Domestic Services
- ✓ International Short Haul Services
- ✓ International Long Haul Services

Note: Booking Guide, Hearing and Assistance Dogs will need to be booked by Virgin Australia.

Special Meals

- Offered on International Long Haul Services only – please refer to the Special Meals page on the Virgin Australia website for a full list of Special Meals.
- Travel agents can request special meals for guests up until 48 hours prior to flight's scheduled departure.
- Gluten free meals are available upon request on Domestic, Trans-Tasman and International Short Haul services in Business Class only. Please contact Virgin Australia to request a gluten free meal.

Note: For [Domestic and International Short Haul Services](#) a range of vegetarian and gluten free options can be purchased from our [Onboard Menu](#). If these aren't unsuitable, guests are welcome to bring their own food and non-alcoholic beverages on-board.

Mobility Assistance

Virgin Australia permits Agents to request mobility assistance via the GDS. The most common SSR requests for mobility assistance are outlined below. Agents must only select one SSR for each guest. Selected SSRs may require more information and therefore you will need to call Virgin Australia industry support to determine the level of mobility assistance and acceptance of a guest's mobility aid. For any requests not outlined below, please contact the Travel Agent helpdesk.

The following services can be requested via your GDS:

WCHR	Guest cannot walk long distance but can negotiate stairs and walk to seat. <i>Virgin Australia will provide a wheelchair from the check in counter to the departure gate.</i>
WCHS	Guest cannot walk long distances or negotiate stairs but can walk to seat. <i>Virgin Australia will provide a wheel chair from the check in counter to the aircraft door.</i>
WCOB	Guest requires wheelchair onboard (must be booked in conjunction with WCHR and WCHS). <i>Virgin Australia can assist in transferring guests into their seat through the use of a slide sheet/board. In some ports, an eagle lift hoist may also be available. Please check with Virgin Australia as to what transfer method is available at your guests, arrival and departure ports.</i>

The following services can be requested by contacting Virgin Australia industry support:

WCHC	Guest may be completely immobile and require wheelchair from check-in to cabin seat.
WCLB	Guest is a WCHR, WCHS or WCHC and travelling with an electric wheelchair that has a lithium battery.
WCB D	Guest is a WCHR, WCHS or WCHC and travelling with an electric wheelchair that has a non-spillable sealed lead acid (SLA) or gel battery.
WCMP	Guest travelling with a manual wheelchair in hold but doesn't require assistance.
TRSO	Guest requires an upper torso harness onboard.
OTHS	Guest requires postural support onboard.

*Please confirm with Virgin Australia what services are available at the guests outbound and inbound port **prior** to booking any mobility assistance for your guest, including assistance with transferring guests into their seats.*

For further information around Mobility Assistance, including mobility aid size restrictions transfer options and mobility aid equipment available at the airport, please refer to the Mobility Assistance page on the Virgin Australia website. Alternatively, please contact the Virgin Australia Industry Support team.

Mobility Assistance - Agent Booking Process

Please follow one of the below steps when requesting mobility assistance.

Booking requests more than 24 hours prior to travel:

1. Create a booking as normal.
2. Add relevant SSR for the mobility assistance for each flight you require in the PNR (WCHR, WCHS and WCOB only). Please contact Virgin Australia industry support to book all other mobility SSR's.
3. The wheelchair request will reflect as a PN status.

4. This will generate for manual approval from Virgin Australia. You will receive confirmation as a KK status. Please accept, HK, and confirm the SSR.
5. If the request is not confirmed, you will receive a vendor remark in your booking to contact Virgin Australia to look at alternative flight options.
6. Ticket the PNR as normal once the SSR has been confirmed.

Booking requests **within 24 hours** prior to travel:

7. Create a booking as normal.
8. Add relevant SSR for the mobility assistance for each flight you require in the PNR.
9. The wheelchair request will reflect as a PN status.
10. Contact Virgin Australia industry support to either confirm the SSR or to advise an alternative flight.
11. Ticket the PNR as normal once the SSR has been confirmed.

Mobility Assistance – GDS Entries

Amadeus (1A)

SR(Wheelchair Type)/(Name Number)	SRWCHR/P1
SR(Wheelchair Type)/(Name Number)	SRWCHS/P1
SR(Wheelchair Type)/(Name Number)	SRWCOB/P1

Galileo (1G)

SI.(Name Number)/(Wheelchair Type)	SI.P1/WCHR
SI.(Name Number)/(Wheelchair Type)	SI.P1/WCHS
SI.(Name Number)/(Wheelchair Type)	SI.P1/WCOB

Sabre (1S)

3(Wheelchair Type)-(Name Number)	3WCHR-1.2
3(Wheelchair Type)-(Name Number)	3WCHS-1.2
3(Wheelchair Type)-(Name Number)	3WCOB-1.2

Support Devices

Virgin Australia does not provide, but permits, the carriage and use of selected upper postural support devices onboard the aircraft. The following support devices must be used in accordance with the support device operating instructions and user guidelines.

- Carrot Car Seat 3000
- Carrot XL
- Firefly GoTo Seat
- Meru TravelChair

Due to safety reasons, the use of support devices may be restricted to selected seating and not permitted for use in Business Class. If you require the use of a support device and intend to bring your own support device onboard, please contact the Virgin Australia Industry Support team when you are ready to finalise your booking.

Support Devices – Agent Booking Process

Please follow the below steps when making a booking utilising a Support Device.

FireFly GoTo – Infant/Child

1. Check that the guest has the required Support Device
2. Create a booking and price as normal
3. Once ready to ticket, please call the Virgin Australia Industry Support team who will:
 - Check the restraint is approved
 - Add the required seating
 - Add the required SSRs and remarks
4. Agent to then issue the ticket as normal

Carrot 3000, Carrot XL and Meru TravelChair – Child/Adult

1. Create an Extra Seat booking as per the process outlined on the [Agency Hub](#)
2. Price the booking for the guest only, as the extra seat is free of charge
3. Once ready to ticket, please call the Virgin Australia Industry Support team who will:
 - Check the restraint is approved
 - Add seating (the extra seat will be directly behind to secure the Support Device)
 - Add the required SSRs and remarks
4. Agent to then issue a ticket for the guest only

Note: Agents using Amadeus are required to contact Virgin Australia industry support to complete the whole booking process for the above-mentioned Support Devices.

Medical Clearance

Virgin Australia permits Agents to request [Medical Clearance](#) via the GDS. If your guest has a medical condition and requires Medical Clearance to travel, you will need to review the [Medical Clearance Guidelines](#) to ensure the correct SSR has been added to the relevant booking.

Guests that require medical clearance must submit the [Medical Clearance Form](#) to Virgin Australia for pre-approval prior to their travel.

Medical clearance forms will be reviewed by dedicated Priority Assistance Agents within the Virgin Australia Guest Contact Centre. Once approved for travel, guests will be notified. Guests are to carry a copy of the completed Medical Clearance Form for each flight and are required to present this at check-in and upon boarding.

Medical Clearance SSR

MEDA

Guest requires Medical Clearance to travel.

Note: MEDA requests can be requested but completed forms must be sent to Virgin Australia for review and approval **PRIOR** to travel.

For further information around Medical Clearance please, refer to the [Medical Clearance page](#) on the Virgin Australia website.

Medical Clearance – Agent Booking Process

Please follow one of the below steps when requesting medical clearance.

Booking requests **more than 72 hours** prior to travel:

1. Create a booking as normal.
2. Add an SSR for the medical clearance MEDA and associate to the specific guest.
3. Add relevant SSR remarks for any specific instructions.
4. The medical clearance request will reflect as NN status.
5. Provide guest with Medical Clearance Form and details of where to send the completed form either via fax or email – refer to Virgin Australia Medical Clearance contact information below.
6. Ticket the PNR as normal.
Note: The SSR will never reflect a KK status and will always remain as NN status.
7. You will be contacted by Virgin Australia to advise if approval has been authorised for travel.
8. Advise your guest they must travel with the Medical Clearance Form on all flights.

Booking requests **within 72 hours** of travel:

Agents/guests with urgent travel or travel within 72 hours should contact the [Virgin Australia Medical Clearance team](#) to ascertain the requirements for obtaining medical clearance to travel.

Virgin Australia – Medical Clearance Form and Contact Information

Within Australia	1300 139 303
Rest of World	+ 61 73295 3941
Forms can be emailed to	VA.medical@virginaustralia.com
Forms can be faxed to	+ 61 7 3295 3100
Medical Clearance Form	Click here

Medical Clearance – Booking Requests & Travel to/from USA

For guests travelling on a flight to or from the United States, or on a connecting Australian flight with a ticket bearing a Delta Air Lines (DL) code, a Medical Clearance Form may not be required prior to travel. However, to prevent unexpected delays or issues on the day of travel, Virgin Australia recommend guests submit a Medical Clearance Form prior to travelling.

The full process is outlined in the [Virgin Australia Medical Clearance Guidelines](#).

For further information regarding Medical Clearance or when Medical Certificates are required for travel to or from the United States, please visit the [Virgin Australia Specific Needs and Assistance Medical Conditions page](#) on the Virgin Australia Website or contact the Medical Clearance team.

Medical Assistance – GDS Entries

Amadeus (1A)

SR(Medical Clearance)-(Mandatory Free Text)/(Name Number)

SRMEDA-MEDA/P1

Galileo (1G)

SI.(Name Number)(Segment related)/(Medical Clearance)*(Mandatory Free Text)

SI.P1S1/MEDA*MEDA

Sabre (1S)

3(Medical Clearance)(Segment related)/(Mandatory Free Text)-(Name Number)

3MEDA1/MEDA-1.1

Onboard Use of Personal Medical Equipment

Virgin Australia offers the ability for Agents to request the carriage of certain Personal Medical Equipment which must be booked by Virgin Australia.

Onboard Use of Personal Medical Equipment

PPOC	Personal Portable Oxygen Concentrator.
CPAP	Continuous Positive Airway Pressure Machine.
MEQT	Personal Medical Equipment for Onboard Use

Strict safety and dangerous goods regulations govern the operation and carriage of electronic devices onboard an aircraft.

The [Personal Medical Equipment List](#) has been prepared to provide guidance on medical equipment which may be carried onboard by guests.

If the device is not on the Personal Medical Equipment List, the guest must complete the [Request for Personal Medical Equipment form](#) at least 48 hours prior to departure date and forward to:

Email: VA.Medical@virginaustralia.com

Fax: +61 7 3295 3100

Or, directly contact the Guest Contact Centre on:

Within Australia 1300 139 303

Anywhere else in the world +61 7 3295 3941

The requirements for guests travelling with personal medical devices are outlined on the [Medical Conditions page](#) of the Virgin Australia website. Batteries for portable electronic equipment including medical devices must comply with the [Battery Limitations](#).

Carriage and use of medical equipment on flights operated by Virgin Australia's airline partners will be subject to that carrier's policies and procedures. Please ensure you contact the partner airline operating your flight for further information.

Note: all battery powered devices must travel with enough battery power for 150% of the flight time, to accommodate for diversions or delay. Virgin Australia is unable to transport humidicribs or stretchers due to safety requirements and aircraft configurations

Disability Assistance Concession

Eligibility for the Concession will be determined by the Virgin Australia Industry Support based on their evaluation that the access guest cannot meet the [VA Independent Travel Conditions \(ITC\)](#) and is therefore required to travel with a Carer. The Concession cannot be actioned directly by the access guest or the nominated assistant as they must be determined by Virgin Australia Industry Support. For more information or to determine eligibility please contact Virgin Australia Industry Support on 136 737.

If an Access Guest doesn't meet the ITC, they are required to travel with a Carer.

The Access Guest does not meet the ITC if:

- they are unable to understand and respond to briefings about emergency procedures; and
- they require personal assistance onboard such as:
 - a) assistance using bathroom facilities, including lifting to/from the toilet
 - b) assistance transferring themselves to a wheelchair and/or aircraft seat if they are 130kg in weight or heavier
 - c) assistance administering medication
 - d) assistance with food and beverage consumption

For more information please refer to [Guest Accessibility plan](#) and the [Specific Needs and Assistance page](#) on the Virgin Australia website.

Meet and Assist

Virgin Australia permits Agents to request Meet and Assist via the GDS. If your guest requires specific assistance with carrying cabin baggage while boarding and disembarking the aircraft, or through Customs for international flights, a Virgin Australia team member can assist them from the check-in gate through to boarding the aircraft and vice versa when disembarking.

MAAS

Guest requires Meet and Assistance at the airport.

Available on:

- ✓ Domestic Services
- ✓ International Short Haul Services and International Long Haul Services

Note: Meet and Assist requests cannot be used as a substitute for wheelchair assistance and Virgin Australia do not provide assistance from the kerb to the check-in counter, or from the baggage collection area to the kerb.

For further information around Meet and Assist, please visit the [Meet and Assist page](#) on the Virgin Australia website.

Meet and Assist –Agent Booking Process

Please follow the below steps for requesting Meet and Assist.

1. Create a booking as normal.
2. Add an SSR for Meet and Assist MAAS.
3. Add relevant SSR remarks for any special instructions if required.
4. The meet and assist request will reflect as a NN status.
5. This will generate for approval from Virgin Australia. You will receive confirmation as a KK status if the service is available for the flight selected. Please accept, HK, and confirm the SSR.
6. If the request is not confirmed, you will receive a UC status. If unavailable, please advise your guest and re book onto another service.
7. Ticket the PNR as normal once the SSR has been confirmed.

Meet and Assist – GDS Entries

Amadeus (1A)

SR(Meet and Assist)-(Mandatory Free Text)/(Name Number)

SRMAAS-MAAS/P1

Galileo (1G)

SI.(Name Number)/(Meet and Assist)*(Mandatory Free Text)

SI.P1/MAAS*MAAS

Sabre (1S)

3(Meet and Assist)/(Mandatory Free Text)-(Name Number)

3MAAS/MAAS-1.2

Guide, Hearing or Assistance Dogs

Booking Guide, Hearing and Assistance Dogs can only be done by Virgin Australia.

Virgin Australia can accommodate a Guide, Hearing or Assistance Dog when accompanying a guest with a disability.

Available on:

- ✓ Domestic Services
- ✓ International Short Haul Services
- ✓ International Long Haul Services

Please note, this is subject to the Dog satisfying the requirements for carriage in the aircraft cabin. For more information on Guide, Hearing or Assistance Dog eligibility, requirements for travel and Quarantine information, please refer to the [Travelling with a Service Dog](#) on the Virgin Australia website.

Special Meals

Virgin Australia offers special meals on selected flights on our network to accommodate guests needs.

Availability

- ✓ **International Long Haul Services** – please refer to the Special Meals page on the Virgin Australia website for a full list of the [Special Meals](#) available. Travel agents can request special meals for guests up until 48 hours prior to flight's scheduled departure.

For guests travelling on **Domestic and International Short Haul Services**, Special Meal requests are not available, however a range of vegetarian and gluten free options can be purchased from our [On-board Menu](#). If these are unsuitable, guests are welcome to bring their own food and non-alcoholic beverages onboard.

We recommend guests who suffer from allergies (such as peanut allergies) bring their own meal onboard (subject to Enhanced Security Measures for carry-on baggage) as we are unable to guarantee that our meals are completely allergen free. For more information about flying with allergies, please read our policy on [Medical Conditions](#).

Note: Travel agents can request special meals for guests up until 48 hours prior to flight's scheduled departure. Please be advised the Special Meal (SPML) SSR request is not accepted by Virgin Australia as individual meals cannot be created for guests. If guests would like to request a special meal they must choose from one of the accepted SSRs outlined on the [Special Meals](#) page of the Virgin Australia website.

Special Meals – GDS Entries

Amadeus (1A)

SR(Meal Type)/(Name Number)

SRVGML/P1

Galileo (1G)

SI.(Name Number)/(Meal Type)

SI.P1/VGML

Sabre (1S)

4(Meal Type)(Segment)-(Name Number)

4VGML1-1.2

More Information

For more information regarding any of the above Specific Service Requests, please visit the [Specific Needs and Assistance page](#) on the Virgin Australia website.