

Welcome

Virgin Atlantic – RED List Travel Requirements Webinar

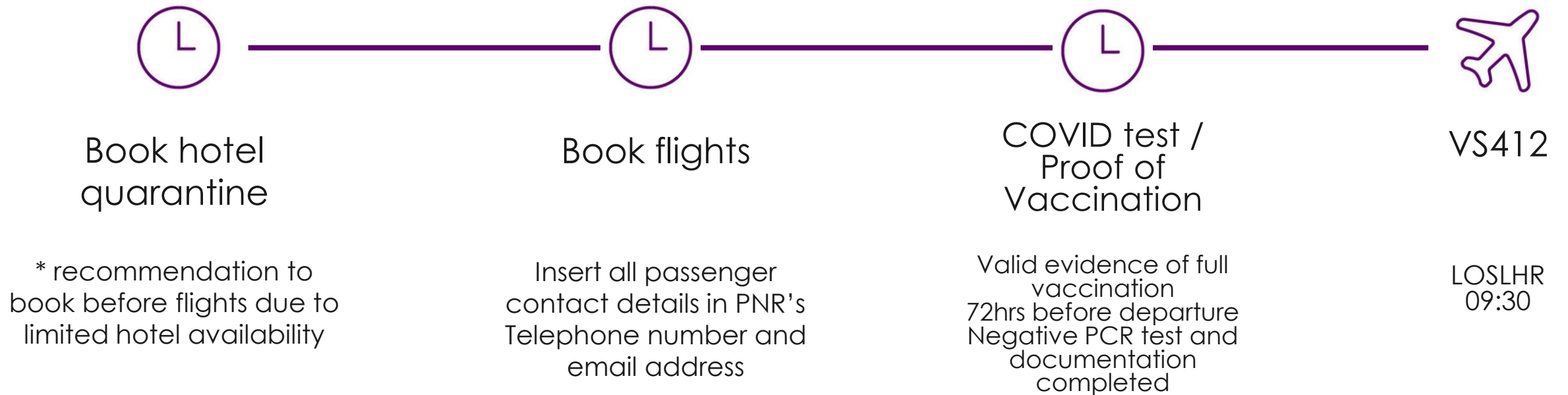
The customer journey

Nigeria to UK



Only British Passport Holders and UK residents are allowed to enter the UK currently. Nigerian passport holders with a tourist visa are not allowed entry.

Passengers need to begin preparing documents days before they travel



When?

How?

1

**COVID Test (PCR)
SMS not suitable. Physical
certificate. Printed or
electronic /
Valid evidence of full
vaccination**

Test samples must be taken/executed within 3 calendar days (-72 hours) of departure to London
Valid evidence of full vaccination

Test report must contain Name, Age, Test Type, Date of Sample, Contact Details, Test result

2

Book a hotel quarantine package.

Must be booked before departure and before filling out PLF form.

<https://quarantinehotelbookings.ctmportal.co.uk>

Email: quarantine.hotels@travelctm.com

Tel: +44(0) 207 429 9732

<https://www.gov.uk/provide-journey-contact-details-before-travel-uk>

3

Complete Passenger Locator Form (PLF)

To be completed before check in process at MMIA

Passengers must enter the **booking reference number** from their UK test provider confirmation

4

Passenger recommended to carry physical copies of all these documents but soft copies are also accepted by authorities.

Enjoy your flight, you're good to go!

Quarantine in UK

All passengers from a Red List country regardless of vaccine status or the passport they are traveling on, need to book the 10 night hotel quarantine package to enter the UK.

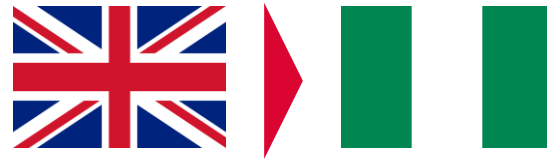
- All arrivals must quarantine for 10 nights
- The package includes
 - Transport to and from your quarantine hotel
 - Accommodation, food and drink for the whole of your stay
 - Any COVID-19 tests you need to take while you quarantine
- How much you'll need to pay
 - 1 adult in 1 room for 10 days (11 nights) £2,285.
 - Additional adult in same room is £1,430
 - Additional 5-11 year old in same room is £325.
 - Children under the age of 5 is free.
- If you need to extend your stay
 - You will not have to pay more if you need to extend your stay as a result of positive tests at day 2 or day 8.



<https://www.gov.uk/guidance/booking-and-staying-in-a-quarantine-hotel-when-you-arrive-in-england>

The customer journey

UK to Nigeria



Passengers need to prepare documents before they travel



Book flights

Insert all passenger contact details in PNR's Telephone number and email address



COVID test

48hrs before departure
Negative PCR test



VS411

LHRLOS
22:30

When?

How?

1

COVID test to be taken in UK

Within 48hrs before point of original departure.

Test report must contain Name, Age, Test Type, Date of Sample, Contact Details, Test result

2

Nigerian Health Declaration Form

Must be completed prior to arriving at LHR.
<https://nitp.ncdc.gov.ng>

3



Passenger recommended to carry physical copies of all these documents but soft copies are also accepted by authorities.

Enjoy your flight, you're good to go!



Testing and Quarantine

Testing and quarantine varies in different destinations. It is important to stay abreast with the current regulations.

		
Negative PCR prior to departure	✓	✓
Institutional quarantine	✗	✓
Home quarantine at destination. Test on day 2/7	✓	✗
Follow up test on day 2 and 8, included in quarantine package	✗	✓

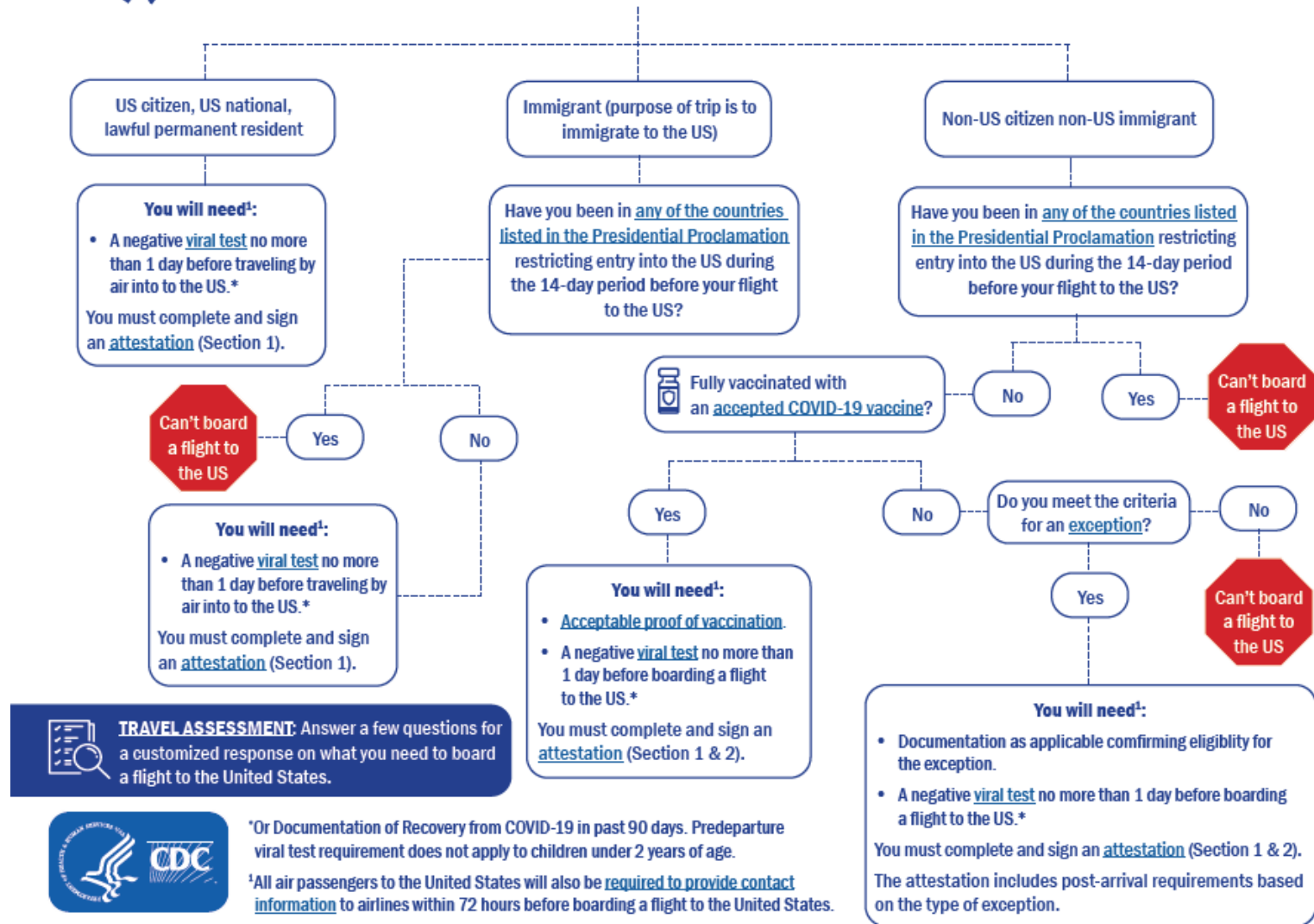


USA Entry guideline

Entry requirements and guidelines for USA



TRAVELING TO THE UNITED STATES FROM A FOREIGN COUNTRY BY AIR



*Or Documentation of Recovery from COVID-19 in past 90 days. Predeparture viral test requirement does not apply to children under 2 years of age.
 †All air passengers to the United States will also be required to provide contact information to airlines within 72 hours before boarding a flight to the United States.

Flight Schedule

Virgin Atlantic is operating a daily service week between Lagos and London Heathrow. Currently the UK is only accepting UK Passport Holders, Residents and various visa holders.

Lagos – London	London – Lagos
Daily	Daily
VS412	VS411
09:30 – 15:05	22:30 – 05:55
LHR arrivals into T4*	LHR Departures T3

* Passengers arriving from a RED Listed country, land into LHR T3, and are transferred to T4 for quarantine processing.



Keeping our passengers up to date

Please ensure that all PNR's are updated with passenger contact information. Telephone and email contacts.

Pre departure SMS and emails



VS Flying Hub updates

vsflyinghub

Bookings updated



Commercial Policy update

We have introduced additional flexibility to our rebooking policy by extending its rebooking horizon all the way until 30 April 2023, for all booking periods.

Refunds

Kindly note a Refund is permitted should one or more of the following apply

- A flight cancellation
- A schedule change of 3 hours or more
- Customer impacted by an event beyond their control such as National lockdown.

Re-bookings

- Our customers are allowed unlimited changes for all new bookings, where we waive the date change penalty, additional collection may apply

Ticket validity

- We have extended the validity of our tickets until 30 April 2023 (All travel to be completed by then)

Name Replacement

- 1 x name change allowed (free of charge)



Thank You



most loved