



Check In Options with Virgin Atlantic

Virgin Atlantic is committed to providing a seamless service and choice of check in options:

- Standard Check In
- Online Check In
- Kiosk Check In
- Twilight Check In
- Check In and Chill Out
- Downtown Disney check In
- In town check-in at Hong Kong

Standard Check In

Virgin Atlantic operates traditional Check In desks at all its destinations worldwide and always recommends passengers arrive 4 hours before departure.

To help your flight leave on time Virgin Atlantic recommends passengers arrive at the departure lounge and ready for boarding no later than 75 minutes prior to departure.

Online Check In

Virgin Atlantic's Online Check In enables all passengers to check in for flights within 24 hours of departure. All passengers can log on, check in, select a seat, print a boarding card and then make their way to the airport *. At the airport passengers can go straight to the Bag Drop where bags will be checked in and passengers issued with a boarding pass if they have not already printed one.

Bag Drop closes 60 minutes before the scheduled departure of the flight.

Passengers with hand luggage **only** can print their boarding pass at home then go directly to departures –

The following passengers are not able to use on-line check in :-
Unaccompanied minors, passengers with firearms, passengers required to see a Virgin Atlantic rep before check-in, passengers travelling to and from Nigeria and passengers travelling to the UK from Havana, Tobago and Grenada. Travellers to and from the US who hold a document different from a passport or Green Card.

* - Exceptions departing USA, Havana, Tokyo. Also to and from London to/from Hong Kong and London to/from Sydney

Kiosk Check In

Virgin Atlantic has 29 dedicated kiosks at Heathrow's Terminal 3.

The kiosks are simple to use and provide a fun, easy and innovative experience for passengers. Passengers check in at the kiosk on the day of departure using a machine-readable passport, credit card, frequent flyer card or Virgin Atlantic booking reference for identification.

Passengers can check in, change their seat and add or amend frequent flyer numbers. Boarding cards are printed at the kiosk, and passengers are then directed to take their hold luggage to the allocated bag drop. The kiosk can read all notes in the booking such as upgrades and meal requests and can even print Clubhouse invitations for Upper Class passengers. Virgin Atlantic's Kiosk Check In allows all passengers including groups of up to nine people, families and those travelling with infants to utilise the service.

Passengers can also take advantage of Self Service Kiosks, which are available at Gatwick and Manchester Airport, JFK New York, Newark New Jersey, and San Francisco

Twilight Check In

At Gatwick, Virgin Atlantic passengers can check in the day before their flight using the Twilight Check In, which is open from midday until 9pm.

Check In and Chill Out

In the Caribbean, 'Check In and Chill Out' is popular with Virgin Atlantic passengers who can check in for their flight when checking out of their hotel.

Downtown Disney Check In

In Florida, Virgin Atlantic offers a check in facility in Downtown Disney which is open from 0815 - 1300, enabling passengers to check in themselves and their bags at a kiosk on the day of departure and spend the last day of their holiday in the theme park, without having to rush back to the hotel at a charge of \$10 per person unless you have booked through Virgin Holidays, when it becomes complimentary

In town Check In at Hong Kong

Passengers can check in at the Airport Express Train (AEL) facilities at either the Hong Kong or Kowloon Stations. Check in is open from 0600 - midnight daily. Passengers can check in on the day, up until 90 minutes before departure and then simply board the AEL to the airport and proceed as normal through passport control.