



Creating/accepting an Exchange Travel Credit - recap

1. Login into your original booking online via your Lime, Aviate or Virgin Atlantic Flightstore account.
2. Of the disrupted booking(s), make note of the:
 - original PNR
 - live e-ticket number(s)
 - passenger name(s) and DOB(s)
3. Use the 'Disruption Cancellation' button in the 'Display Booking' screen within the booking.

This function will remove the original sectors in the booking but keep open the e-ticket for when you come to redeem your Exchange Travel Credit (ETC)

Redeeming an Exchange Travel Credit – from 23 April 2020

With the original booking details at hand from the bullet points above, you can begin redeeming your ETC by creating a disruption booking in line with the airline policy's date and destination requirements, ensuring passenger names and DOB are consistent from the original booking to the new booking.

1. Login in to the system in which you booked your original tickets, via [Lime](#), [Aviate](#) or [Virgin Atlantic Flightstore](#) websites.
2. Create a new booking in the normal way (as per and within restrictions on each airline's policy). There is no need to now enter C19 and the original PNR into the reference field.
3. With your correct itinerary chosen and passenger information added correctly, click the '**Disruption Booking**' button next to 'Pay & Ticket'.

The screenshot shows a flight booking system interface. At the top, there is a search bar with 'PNR/Booking reference' and a 'Display' button. Below this are fields for 'PNR', 'Select Fare Type', 'Select Grab Option', and a 'Grab' button. The main navigation bar includes 'Availability', 'Summary', and 'Passengers'. A 'Disruption Booking' button is highlighted in red in the top right corner, next to 'Pay & Ticket'. Below the navigation bar, there is a 'Published Fare' section with a table of flight details:

From	To	Outbound	Inbound	PNR	Stops	Class	Fare Basis	Quantity	Rules
LHR London Heathrow	JNB Johannesburg OR Tambo Intl	20-Jun-2020 19:05	21-Jun-2020 07:05	BA0055	(0)	World Traveller [O]	Basic	0 piece	Rules
JNB Johannesburg OR Tambo Intl	LHR London Heathrow	27-Jun-2020 21:10	28-Jun-2020 07:20	BA0054	(0)	World Traveller [O]	Basic	0 piece	Rules

Below the fare table, there is a 'Reference' field, a 'Main contact' field with 'MR Ivan Katricenko', and an 'Email' field with 'Ivan.Katricenko@TravelInnovationGroup.com'. At the bottom, there is a summary table with columns for 'Passenger', 'Total Net Fare(s)', 'Taxes, Fees and Carrier Charges', 'Line Service Fees', 'Total (per passenger)', and 'Total (all passengers)'.

4. A pop-up box will appear requesting the ticket numbers to be added to each passenger.

The system requires the full 13 digit ticket number without the hyphen '-'.

Ensure that the correct ticket number is added to the relevant passenger as the system is validating each ticket number against the attached passengers in the GDS.

Once the ticket numbers are added to the attached passengers click '**Book - no deposit**' on the pop-up box.

Title	Firstname	Surname	Ticket Number
MR	ALAN	DEMO	6073310327188
MISS	CATHERINE	DEMO	6073310327189
MISS	LOLA	DEMO	6073310327190
MSTR	DAVID	DEMO	6073310327191

5. The disruption booking has now been created with the tickets of the original PNR attached to the passengers.

As airline policies can change at any given time, we strongly recommend that you request ticket issue on your new booking as soon as created, but, as with any case, prior to the new bookings' Ticketing Time Limit.

6. When ready to ticket, use the 'Request Price & Ticket' button on the 'display booking' screen.

Search by PNR/Booking reference Display

PNR Select Fare Type Select Grab-Option Grab

This is a Covid-19 Disruption Booking that is linked to previous tickets for these passengers affected by the disruption.

Fare Type:	Published Fare	Contact:	MR Ivan Katricenko (Ivan.Katricenko@TravellInnovationGroup.com)	PNR:	SCDS39
Booking Ref:	731349134	Company Name:	LML0000 Lime Management Ltd		
GDS PNR:	SCDS39	Created On:	04-May-2020		
GDS:	NDC British Airways	Pricing Date:	04-May-2020		BOOKED NOT TICKETED
Airline Locator:	BA-SCDS39	Creator Office Id:			
Ref:		Ticketing Office Id:			

View Emails Sync Pnr Grab & Reprice Cancel PNR Request Price & Ticket

We will then confirm the price, organise ticketing of the new booking and if required collect any additional fare/tax requiring to be paid at the time.

A message will be permanently visible on every disruption booking in a yellow information bar, stating: '*This is a Covid-19 Disruption Booking that is linked to previous tickets for these passengers affected by the disruption*'