



## PLEASE READ Important Service and Security Information

Below you will find some newly revised security information, including luggage screening procedures and suggested airport arrival times. As always we strive to provide superior customer services, and giving our customers accurate information is one way we can do that.

### Security

New security that passengers may notice at the airport:

- \* All carry-on baggage will be hand searched at the gate.
- \* There will be thorough searches of all aircraft before passengers are allowed to board the aircraft.
- \* Curbside check-in is prohibited.
- \* Only ticketed passengers will be allowed through the security checkpoints.
- \* Vehicle parking near the airport will be closely monitored.
- \* Passengers may notice additional uniformed law enforcement officers and FAA canine teams patrolling the airport.

### E-Ticket

E-Ticket procedures have not changed. All passengers holding E-Tickets should proceed to the Virgin Atlantic Airways check-in counter with their E-Ticket receipt and credit card as normal.

### Connecting Passengers

*Passengers connecting to other flights upon arrival in the UK* - All passengers holding a confirmed onward connecting ticket or E-Ticket receipt within 24 hours can check through their bags to their final destination.

### Baggage

*Checked baggage allowance* - All normal transatlantic baggage allowances apply.

Upper Class – 3 pieces per passenger. Each piece must not exceed the total dimensions of 62 inches (H x W x D) and the maximum weight of any piece is 70 lbs. or 32 kgs.

Premium Economy and Economy class – 2 pieces per passenger. Each piece must not exceed the total dimensions of 62 inches (H x W x D) and the maximum weight of any piece is 70lbs. or 32 kgs.

*Cabin baggage allowance & restrictions* - All normal cabin baggage allowances apply.

Upper Class – 2 bags not to exceed 9 X 14 X 22 inches or 23 X 35 X 55 centimeters or 1 garment bag not to exceed 8 inches or 20 centimeters thick when folded plus 1 brief case or laptop computer. Total combined weight not to exceed 35 lbs. or 16 kgs.

Premium Economy and Economy class – 1 bag not to exceed 9 X 14 X 22 inches or 23 X 35 X 55 centimeters. Total weight not to exceed 13 lbs. or 6 kgs.

**CARRY-ON BAGGAGE WILL BE HAND SEARCHED AT THE GATE AT RANDOM.**

## Baggage (cont)

There is a Mandatory Prohibited Article List of items that cannot be taken into the cabin of an aircraft for UK airports. We have implemented the practice that this list be used as a guideline for US stations as well:

Toy or replica guns (plastic or metal)	Catapults or slingshots
Household cutlery	Knives with blades of any length
Paper knives or letter openers	Razor blades
Tradesmen's tools	Darts
Scissors	Billiard, snooker or pool cues
Sporting bats	
Hypodermic syringes (Permitted only if the passenger has medication with a professional product label with manufacturer's name or a pharmaceutical label.)	

### *Passengers carrying undeveloped film through security checkpoints:*

All checked-in baggage is now screened. Most screenings are carried out by EDS equipment (Explosive Detection System) using X-rays, which can cause fogging or white lines to appear on the film once it's developed. Films particularly at risk are: ASA/IDS 800 or higher, X-ray, scientific, sheet, large format, medical, motion picture and professional film. Due to the X-ray scanning at security checkpoints, passengers should request film to be checked by hand. We also suggest passengers carry film onboard in a separate removable clear bag and in clear film canisters.

## Check-In Facilities

All passengers should be instructed to check in at Virgin Atlantic Airways' designated check-in areas located within the terminals from which we operate.

*Curbside check-in for Upper Class passengers* - Curbside check-in is suspended until further notice.

*Drive-thru check-in for Upper Class passengers* - Drive-thru check-in facilities are currently operating at London Heathrow only and London Gatwick.

## Airport Information

Recommended check-in times for all airports: 3 hours prior to departure time.

## Cutlery On Board

As mandated by the FAA, Virgin Atlantic Airways will only have plastic cutlery on board.