

# must ride



Our premium service offering priority access to capacity, we'll even give you your money back if your shipment doesn't fly as booked.

Must Ride is the service for you when your cargo absolutely 'must ride'. From the moment you book Must Ride, you will be given preferential access to space, receive the highest boarding priority, and you will be sent a confirmation email on departure.

We have so much confidence in our Must Ride service that if your shipment doesn't fly as booked, we will offer you a 100% money back guarantee and ensure your cargo flies on the next available flight. This also applies to Must Ride transhipments through our hub at Heathrow.

In the unlikely event that your shipment does not fly, we will contact you during office hours within 2 hours of ATD to explain what has happened. Out of office hours we will contact you the next day.

We can also offer specialist handling services such as temperature control, witness loads or even security escorts for high value shipments. Please speak to your local sales team to find out more information and charges.

## KEY FEATURES



<b>Boarding priority and money back guarantee</b>	Highest priority with 100% money back guarantee
<b>Close out times</b>	Variable please check with your local office
<b>Dedicated booking line</b>	Offered in the UK, USA and South Africa
<b>Email status updates</b>	Available on request
<b>Service recovery</b>	We will contact you during office hours within 2 hours of ATD in the unlikely event your shipment doesn't fly - out of office hours we will contact you the next day
<b>Online track and trace</b>	Yes
<b>Freight availability</b>	Variable please check with your local office
<b>Booking window</b>	14 days before STD
<b>Weight and volume limits</b>	Limited only by aircraft and maximum pallet weights
<b>Minimum connection time at LHR</b>	7 hours for loose and 4 hours for shipper built units

For more information about Must Ride and how we can help you help your customers, please contact your local Virgin office, details can be found at [www.virginatlanticcargo.com](http://www.virginatlanticcargo.com).

Terms and conditions will apply, please refer to your tariff for details or contact your Virgin representative.

