

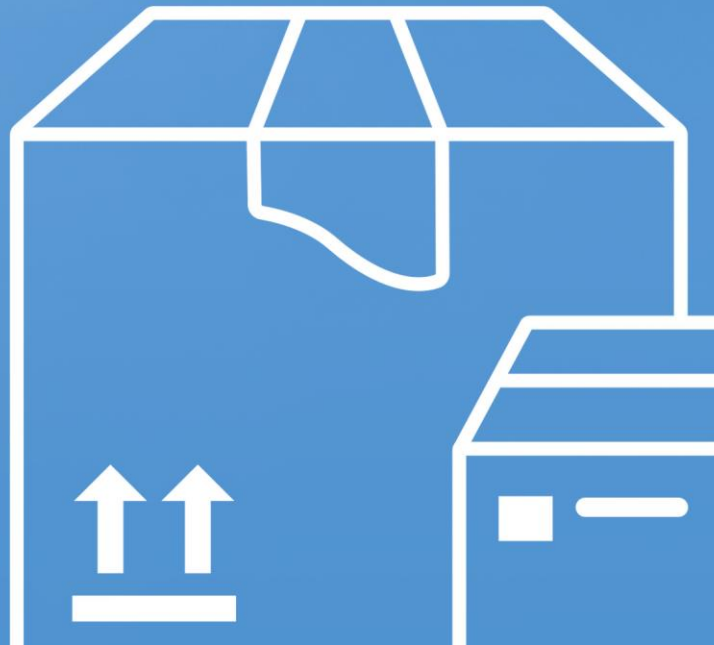


Virgin

Our AUS/IAH/DFW tariff

Effective 20th November 2023

Take a look inside →



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General – Priority

For when you need reliability and value

UK

Destination		Min	-45kg	+45kg	+100kg	+300kg
London	LHR	65.00	1.63	1.48	1.27	1.24

Africa

Destination		Min	-45kg	+45kg	+100kg	+300kg
Cape Town	CPT	260.00	6.48	5.89	5.03	4.94
Johannesburg	JNB	325.00	8.11	7.37	6.30	6.18
Lagos	LOS	210.00	5.28	4.80	4.10	4.02

Asia & Middle East

Destination		Min	-45kg	+45kg	+100kg	+300kg
Delhi	DEL	120.00	2.96	2.69	2.30	2.26
Dubai	DXB	155.00	3.89	3.53	3.02	2.96
Male	MLE	160.00	4.07	3.70	3.16	3.10
Mumbai	BOM	135.00	3.42	3.11	2.66	2.61
Seoul	ICN	330.00	8.33	7.57	6.47	6.35
Shanghai	PVG	150.00	3.70	3.37	2.88	2.82
Tel Aviv	TLV	155.00	3.89	3.53	3.02	2.96

Our Priority service is guaranteed on the flown portion only

Shipments containing **Dangerous Goods** (with the exception of class 9, dry ice, lithium batteries under section II and biological substances category B) will be charged an additional 40% on top of the freight rate, applied as a dangerous goods surcharge.

General – Classic

For when you need reliability and value

UK

Destination		Min	-45kg	+45kg	+100kg	+300kg
London	LHR	45.00	1.16	1.05	0.90	0.88

Africa

Destination		Min	-45kg	+45kg	+100kg	+300kg
Cape Town	CPT	185.00	4.59	4.18	3.57	3.50
Johannesburg	JNB	230.00	5.75	5.23	4.47	4.38
Lagos	LOS	150.00	3.74	3.40	2.91	2.85

Asia & Middle East

Destination		Min	-45kg	+45kg	+100kg	+300kg
Delhi	DEL	85.00	2.10	1.91	1.63	1.60
Dubai	DXB	110.00	2.76	2.51	2.14	2.10
Male	MLE	115.00	2.89	2.63	2.24	2.20
Mumbai	BOM	95.00	2.43	2.21	1.89	1.85
Seoul	ICN	235.00	5.91	5.37	4.59	4.50
Shanghai	PVG	105.00	2.63	2.39	2.04	2.00
Tel Aviv	TLV	110.00	2.76	2.51	2.14	2.10

Shipments containing **Dangerous Goods** (with the exception of class 9, dry ice, lithium batteries under section II and biological substances category B) will be charged an additional 40% on top of the freight rate, applied as a dangerous goods surcharge.

General – Classic Onforwarding

For when you need reliability and value

UK

Destination	Via	Type	Min	-45kg	+45kg	+100kg	+300kg	
Aberdeen	ABZ	LHR	Truck	119.00	1.50	1.36	1.16	1.14
Belfast	BFS	LHR	Truck	70.00	1.52	1.39	1.18	1.16
Birmingham	BHX	LHR	Truck	60.00	1.22	1.11	0.95	0.93
Bournemouth	BOH	LHR	Truck	64.00	1.29	1.17	1.00	0.98
Bristol	BRS	LHR	Truck	83.00	1.29	1.17	1.00	0.98
Cardiff	CWL	LHR	Truck	82.00	1.40	1.27	1.09	1.07
Edinburgh	EDI	LHR	Truck	119.00	1.41	1.29	1.10	1.08
Glasgow	GLA	LHR	Truck	59.00	1.32	1.20	1.02	1.00
Humberside	HUY	LHR	Truck	67.00	1.40	1.27	1.09	1.07
Liverpool	LPL	LHR	Truck	64.00	1.33	1.21	1.03	1.01
Manchester	MAN	LHR	Truck	64.00	1.25	1.13	0.97	0.95
Newcastle	NCL	LHR	Truck	60.00	1.32	1.20	1.02	1.00
Norwich	NWI	LHR	Truck	82.00	1.36	1.24	1.06	1.04
Prestwick	PIK	LHR	Truck	119.00	1.41	1.29	1.10	1.08
Southampton	SOU	LHR	Truck	65.00	1.35	1.23	1.05	1.03

Africa

Destination	Via	Type	Min	-45kg	+45kg	+100kg	+300kg	
Durban	DUR	JNB	Truck	238.00	5.85	5.32	4.54	4.46
Port Elizabeth	PLZ	JNB	Truck	238.00	5.88	5.34	4.57	4.48

Europe

Destination	Via	Type	Min	-45kg	+45kg	+100kg	+300kg	
Amsterdam	AMS	LHR	Truck	208.00	1.44	1.31	1.12	1.10
Brussels	BRU	LHR	Truck	192.00	1.42	1.29	1.11	1.08
Cork	ORK	LHR	Truck	100.00	1.54	1.40	1.20	1.18
Dublin	DUB	LHR	Truck	100.00	1.51	1.37	1.17	1.15
Dusseldorf	DUS	LHR	Truck	247.00	1.59	1.44	1.23	1.21
Frankfurt	FRA	LHR	Truck	287.00	1.59	1.45	1.24	1.21
Lille	LIL	LHR	Truck	192.00	1.49	1.36	1.16	1.14
Luxembourg	LUX	LHR	Truck	269.00	1.56	1.42	1.21	1.19
Ostend	OST	LHR	Truck	189.00	1.47	1.34	1.14	1.12
Paris	CDG	LHR	Truck	258.00	1.44	1.31	1.12	1.10
Rotterdam	RTM	LHR	Truck	213.00	1.48	1.34	1.15	1.12
Shannon	SNN	LHR	Truck	100.00	1.54	1.40	1.20	1.18
Zurich	ZRH	LHR	Truck	321.00	1.83	1.66	1.42	1.39

Shipments containing **Dangerous Goods** (with the exception of class 9, dry ice, lithium batteries under section II and biological substances category B) will be charged an additional 40% on top of the freight rate, applied as a dangerous goods surcharge.

Fresh – Priority

For when you need the perfect timing and care

UK

Destination		Min	-45kg	+45kg	+100kg	+300kg
London	LHR	70.00	1.71	1.55	1.33	1.30
Manchester	MAN	70.00	1.85	1.68	1.43	1.41

Africa

Destination		Min	-45kg	+45kg	+100kg	+300kg
Cape Town	CPT	275.00	6.80	6.18	5.29	5.18
Johannesburg	JNB	340.00	8.51	7.74	6.61	6.48
Lagos	LOS	220.00	5.54	5.04	4.30	4.22

Asia & Middle East

Destination		Min	-45kg	+45kg	+100kg	+300kg
Delhi	DEL	125.00	3.11	2.83	2.42	2.37
Dubai	DXB	160.00	4.08	3.71	3.17	3.11
Male	MLE	170.00	4.28	3.89	3.32	3.26
Mumbai	BOM	140.00	3.60	3.27	2.79	2.74
Seoul	ICN	355.00	8.75	7.95	6.80	6.66
Shanghai	PVG	155.00	3.89	3.53	3.02	2.96
Tel Aviv	TLV	160.00	4.08	3.71	3.17	3.11

Our Priority service is guaranteed on the flown portion only

Fresh – Classic

For when you need the perfect timing and care

UK

Destination		Min	-45kg	+45kg	+100kg	+300kg
London	LHR	50.00	1.21	1.10	0.94	0.92
Manchester	MAN	50.00	1.31	1.19	1.02	1.00

Africa

Destination		Min	-45kg	+45kg	+100kg	+300kg
Cape Town	CPT	195.00	4.82	4.39	3.75	3.68
Johannesburg	JNB	240.00	6.04	5.49	4.69	4.60
Lagos	LOS	155.00	3.93	3.57	3.05	2.99

Asia & Middle East

Destination		Min	-45kg	+45kg	+100kg	+300kg
Delhi	DEL	90.00	2.21	2.00	1.71	1.68
Dubai	DXB	115.00	2.89	2.63	2.25	2.21
Male	MLE	120.00	3.03	2.76	2.36	2.31
Mumbai	BOM	100.00	2.55	2.32	1.98	1.94
Seoul	ICN	250.00	6.20	5.64	4.82	4.73
Shanghai	PVG	110.00	2.76	2.51	2.14	2.10
Tel Aviv	TLV	115.00	2.89	2.63	2.25	2.21

Pharma – Priority

For when you need perfectly precise handling

UK

Destination		Min	-100kg	+100kg	+300kg
London	LHR	80.00	1.60	1.36	1.34
Manchester	MAN	90.00	1.72	1.47	1.44

Africa

Destination		Min	-100kg	+100kg	+300kg
Cape Town	CPT	335.00	6.35	5.43	5.32
Johannesburg	JNB	415.00	7.95	6.79	6.66
Lagos	LOS	270.00	5.17	4.42	4.33

Asia & Middle East

Destination		Min	-100kg	+100kg	+300kg
Delhi	DEL	155.00	2.90	2.48	2.43
Dubai	DXB	200.00	3.81	3.26	3.19
Mumbai	BOM	170.00	3.36	2.87	2.81
Shanghai	PVG	190.00	3.63	3.10	3.04
Tel Aviv	TLV	200.00	3.81	3.26	3.19

Our Priority service is guaranteed on the flown portion only

Shipments containing **Dangerous Goods** (with the exception of class 9, dry ice, lithium batteries under section II and biological substances category B) will be charged an additional 40% on top of the freight rate, applied as a dangerous goods surcharge.

Pharma – Classic

For when you need perfectly precise handling

UK

Destination		Min	-100kg	+100kg	+300kg
London	LHR	50.00	1.13	0.97	0.95
Manchester	MAN	55.00	1.22	1.05	1.03

Africa

Destination		Min	-100kg	+100kg	+300kg
Cape Town	CPT	205.00	4.51	3.86	3.78
Johannesburg	JNB	255.00	5.65	4.83	4.73
Lagos	LOS	165.00	3.67	3.14	3.08

Asia & Middle East

Destination		Min	-100kg	+100kg	+300kg
Delhi	DEL	95.00	2.06	1.76	1.73
Dubai	DXB	120.00	2.71	2.31	2.27
Mumbai	BOM	105.00	2.38	2.04	2.00
Shanghai	PVG	115.00	2.58	2.20	2.16
Tel Aviv	TLV	120.00	2.71	2.31	2.27

Shipments containing **Dangerous Goods** (with the exception of class 9, dry ice, lithium batteries under section II and biological substances category B) will be charged an additional 40% on top of the freight rate, applied as a dangerous goods surcharge.

Additional onforwarding

Please get in touch with us to discuss pricing.

Europe

Destination		Type
Barcelona	BCN	Truck
Basel	BSL	Truck
Berlin	BER	Truck
Billund	BLL	Truck
Bordeaux	BOD	Truck
Bremen	BRE	Truck
Cologne	CGN	Truck
Copenhagen	CPH	Truck
Gothenburg	GOT	Truck
Hanover	HAJ	Truck
Helsinki	HEL	Truck
Leipzig	LEJ	Truck
Lyon	LYS	Truck
Marseille	MRS	Truck
Milan	MLP	Truck
Munich	MUC	Truck
Nice	NCE	Truck
Nuremberg	NUE	Truck
Oslo	OSL	Truck
Prague	PRG	Truck
Stockholm	ARN	Truck
Stuttgart	STR	Truck
Toulouse	TLS	Truck
Vienna	VIE	Truck

Terminal Handling Charges

Please note the charges below may be increased due to any extra time, work or expense involved and will be assessed upon the chargeable weight on the air waybill (master or house) or in instances, where consignments are split for customs entry purposes per entered part of each consignment. Should you have any questions, please do not hesitate to contact the Virgin team.

1	Screening charges		
	Applicable on chargeable weight	Per kilo	\$0.12
		Minimum	\$15.00
2	Handling fees		
	Courier - Express handling only US-worldwide (both charges applicable)	Per piece	\$9.00
		Exceptions are:	
		US-London	\$0.00
		LAX-Worldwide	\$3.00
		Per MAWB	\$10.00
3	Valuable handling fee	Per shipment	\$175.00
4	Standard charge for checking dangerous goods on each presentation for export		
	Dangerous Goods fee	Per UN number	\$75.00
		Maximum	\$300.00
	Dry Ice fee	Per AWB	\$50.00
5	Live animal fee	Per MAWB	\$75.00
6	Air waybill fee (charge for raising AWB on freight forwarders behalf)	Per MAWB	\$100.00
7	CCA Fee (Charges correction advice for all AWB changes)	Per AWB	\$50.00
8	ICS fee		
	a) EDI Processing (Electronic processing or transmission of data for customs purposes). This charge is applied when the shipper transmits House air waybill data to VS and VS transmits to EU ICS system.	Per HAWB	\$1.00
	b) Manual Data Entry (Manual capture and transmission of data for customs purposes). This charge is applied when the shipper presents House airwaybill documentation and VS transmits to EU ICS system.	Per HAWB	\$10.00

Export charges are levied for the processing, handling and warehousing of cargo and are mandatory. Other surcharges may be applicable if special handling requirements are necessary. Charges are minimum and subject to change without notice. Prices quoted are in USD.

Active containers

Active containers are designed to keep the contents at a specific temperature during the entire journey, by actively heating or cooling the air inside. These are recommended when maintaining a precise temperature is critical to the quality and integrity of the product. We are approved to carry all CSafe and Envirotainer containers. Whilst we do not hold a stock of the containers, we can lease them on request, or you can source them yourselves directly from the suppliers.

For more information about our rates and leasing process please get in touch with us and we will be happy to assist.

Please note all active containers should be delivered to us pre-screened and security cleared.

Envirotainer

Charge Type	Cost
Express Order For orders placed ≤ 3 business days prior to start of lease date.	USD 897.00 /container
Damage Waiver for RAPs	USD 355.00 /container
Changes to Order¹	USD 77.00 /container
Cancellation¹	USD 952.00 /container
Additional days	RKNt2 USD 383.00 /container/day
	RKNe1 USD 1,003.00 /container/day
	RAPt2 USD 620.00 /container/day
	RAPe2 USD 2,524.00 /container/day
	Releye RLP USD 2,313.00 /container/day
	Releye RAP USD 3,022.00 /container/day
Unauthorised Returns	RKNt2/RKNe1 USD 914.00 (Ground), USD 2,863.00 (Air)
	RAPt2/RAPe2 USD 1,834.00 (Ground), USD 5,719.00 (Air)
	Releye RLP USD 1,559.00 (Ground), USD 4,856.00 (Air)
	Releye RAP USD 1,834.00 (Ground), USD 5,719.00 (Air)
Delivery / Collection	USD 224.00 /container
Preconditioning	USD 77.00 /container

¹ Changes/Cancellations ≥ 4 days before container release date

Changes to an order four (4) or more calendar days prior to the planned start of lease date are subject to a change order fee. Changes include:

- Increase/Decrease to number of containers
- Change in container type
- Cancellation

Changes/Cancellations ≤ 3 days before container release date

Changes to an order three (3) or fewer calendar days prior to the planned start of lease date are subject to fees:

- Increase in number of containers is treated as an Express Order and is subject to the Express Order fee
- Decrease in number of containers is treated as a Cancellation and is subject to the Cancellation fee
- Change in container type is considered and an increase/decrease in number of containers ordered
- Change of return airport is subject to a Change Order fee
- Cancellation is subject to a Cancellation fee

Active Containers continued

Csafe

Charge Type	Cost	
Express Order	RKN	USD 700.00 /container
For orders placed \leq 2 business days prior to start of lease date	RAP	USD 980.00 /container
Changes to Order	>2 days	USD 301.00 /change/container
For changes made to an order placed:	\leq 2 days	USD 700 /change/RKN USD 980 /change/RAP
Cancellation		
For any orders that are cancelled \leq 5 days before start of lease date.	RKN	USD 1,015.00 /container
This charge will also apply if the commencement date is deferred more than 5 days of the original commencement date.	RAP	USD 2,030.00 /container
Additional days	RKN	USD 1,099.00 /container
	RAP	USD 2,499.00 /container
Delivery / Collection	RKN	USD 210.00 /container
	RAP	USD 420.00 /container
Preconditioning	RKN/RAP	USD 105.00 /container
Straps	RKN/RAP	USD 42.00 /strap

Passive Containers

Passive containers do not actively control temperature, but use phase change material/gel packs to effectively regulate the internal temperatures for >120 hours. These are recommended for passive shipments, when temperature-controlled storage may not be available at all points along the supply chain.

We are approved to carry all SkyCell and va-Q-tainers. Whilst we do not hold a stock of the containers, we can lease them on request, or you can source them yourselves directly from the suppliers. For more information about our rates and leasing process please get in touch with us we will be happy to assist. If you are planning on using your own passive containers, please use our published Pharma rates.

Please note all containers should be delivered to us pre-screened and security cleared.

SkyCell

Charge Type	Cost	
Express Order		
For orders placed ≤ 3 business days prior to start of lease date.	USD 735.00 /container	
Cancellation/Changes¹	4 days	Variable based on container type
Cancellation fees will be applied for changes/cancellations ≤ 4 prior to start of lease date	3 days	Variable based on container type
	2 days	Variable based on container type
	1 day	Variable based on container type
	0 days	Variable based on container type
Additional Days	1500C/CRT	USD 735.00 /container/day
	2500C/CRT	USD 971.00 /container/day
Delivery / Collection	Varies by station	

¹ Cancellation/Changes

The original order may be postponed or changed once without charge. All other changes or cancellations to the original order are subject to a cancellation fee.

va-Q-tec

Charge Type	Cost
Express Order	
For orders placed ≤ 2 business days prior to start of lease date.	USD 560.00 /container
Changes¹	USD 77.00 /change
Cancellation¹	USD 585.00 /container
Additional Days	EUROx USD 590.00 /container/day
	USx USD 612.00 /container/day
	XLx USD 754.00 /container/day
	TWINx USD 803.00 /container/day
Early container release (6AM to 8AM)	USD 116.00 /container
Delivery / Collection	Varies by station

¹Cancellation/Changes ≥ 3 business days before container release date

Changes to the original order three (3) or more Business Days prior to the release from Release Station are subject to a Change Order Fee per order.

Changes subject to a Change Order fee:

- Decrease in number of Container/s ordered
- Change in Container size
- Change in temperature range
- Change in Origin
- Change in delivery requirements (e.g. original order delivery not required, changed to delivery now required)
- Postponement once

Changes subject to a Cancellation Fee:

- A second change to the order

Cancellations/Changes ≤ 2 Business Days before container release date

All changes to the order two (2) or fewer Business Days prior to the release from Release Station are subject to an Express Order or Cancellation Fee.

Subject to Express Order Fee per Container:

- Increase in number of Containers (one Express Order Fee per additional Container)
- Change in Container size
- Change in temperature range
- Change in Origin
- Change in delivery requirements (e.g. original order delivery not required, changed to delivery now required)
- Postponement once

Subject to Cancellation Fee per Container:

- A second change to a previously changed order will be considered as cancellation and consequently a new order number will be issued
- Decrease in number of Container/s
- Cancellation

Product Overview

General

For when you need reliability and value

Look no further for a reliable, competitive solution for all your basic cargo needs. Whether you're shipping machinery parts, personal effects, dangerous goods or consolidation, our General product will have you covered.

Available for loose or shipper-built units, we are here to connect your cargo to hundreds of destinations across our online destinations and offline trucking and interline partner networks.

Book on;

Express – Getting time-critical cargo where it needs to be, fast

Goods on our General – Express product and service level must not exceed 70kg per piece and the maximum shipment weight is 300kg. Each piece cannot exceed the maximum dimensions of: 200 x 62 x 95cm (LxWxH).

When booking your freight, you will receive a priority allocation on the requested flight, subject to availability. Once you receive your booking confirmation, we guarantee to fly your shipment(s) as booked subject to [terms and conditions](#).

The words 'General Express' should be clearly visible on your MAWB.

General - Express only applies to shipments based on a Virgin Atlantic AWB prefixed with 932. It is not suitable for AVI, DGR, HUM, VAL, class rated items or liquids over 1 litre.

During office hours, we will aim to call you back within 2 hours of the actual time of departure in the event of an offload. Outside normal office hours we will call you back in the morning of the next working day.

Priority – Guaranteed to be on time, every time

Priority is guaranteed for the flown portion only, subject to [terms and conditions](#).

Classic – Simply reliable, effective, and great value

Courier

For those smaller packages where speed is essential

The fastest way to move your courier material and e-commerce goods with speed and efficiency. With our expertise and dedicated facilities, we can connect you to the rest of the world at a moment's notice, even without a booking. You can benefit from a 90 minute close out for delivery and retrieval within 90 minutes* at destination.

*Variable, please check with your local office.

Book on;

Express – Getting time-critical cargo where it needs to be, fast

Goods on our Courier – Express product and service level must not exceed 32kg per piece

Courier - Express only applies to shipments based on a Virgin Atlantic AWB prefixed with 932. It is not suitable for AVI, DGR, HUM, VAL, class rated items or liquids over 1 litre. This product is only accepted on a prepaid basis.

Product Overview continued

Fresh

For when you need the perfect timing and care

Our global network has a range of temperature-controlled facilities to maintain the freshness and shelf-life of your perishable goods. For your fruits, vegetables, seafood, flowers and other foodstuffs, you can rely on our services.

We work closely with our ground handling agents globally to closely monitor each shipment and develop our processes in line with the latest IATA standards. With Virgin Atlantic oversight at most stations across our network, your sensitive cargo is in expert hands.

For cargo where every second of temperature control counts, we work with CSafe and Envirotainer to offer a select of Active Containers to make sure the cool chain remains unbroken.

For temperature sensitive perishable shipments, full details must be provided at the time of booking, notifying us of temperature sensitivities and requesting cold storage if required. Cold storage is available on a first available basis.

Customers must ensure shipments are packed in suitable and appropriate packaging. For temperature sensitive perishable shipments, SHC codes 'COL' or 'CRT' should be clearly visible on the MAWB. Whilst temperature ranges cannot be guaranteed, we have developed special processes for perishable shipments, backed up wherever possible by specific infrastructure and trained personnel to minimise risk of spoilage.

Book on;

Priority – Guaranteed to be on time, every time

Priority is guaranteed for the flown portion only, subject to [terms and conditions](#).

Classic – Simply reliable, effective, and great value

Pharma

For when you need the perfect timing and care

Everything we do is driven by you, our customers; listening to your requirements and working together to provide the best solution to meet your Pharmaceutical and Life Science needs. At Virgin, we have implemented GDP certified processes to ensure your sensitive goods arrive in perfect condition. Our Pharma product offers true end-to-end compliance and assurance for you and your customers, as proven by our WDA issued by the UK's Medicines and Healthcare Regulatory Agency (MHRA).

We don't over promise or under deliver, we simply provide what you need.

At time of booking, you are required to provide full details of any temperature sensitivities and requesting temperature-controlled storage if required and a 24-hour emergency contact number. Temperature controlled storage is available on a first available basis and may not be available at every station.

You must ensure shipments are packed and labelled appropriately. SHC codes 'COL' or 'CRT' and a 24-hour emergency contact number must be clearly visible on the MAWB. Only one (1) temperature-controlled request can be requested per booking.

We are approved to carry all CSafe and Envirotainer container types, and our GDP compliant processes are backed up wherever possible by specific infrastructure and trained personnel. This setup allows the goods inside the containers to travel in a constant temperature range throughout the entire journey with us.

Whilst we do not hold a stock of the containers, we can lease them on your behalf, or you can source them yourselves directly from the suppliers. All active ULDs should be delivered to us pre-screened and security cleared. For a full list of accepted containers/ destinations please visit our website or, just ask when you contact us. Active containers must be delivered to us with the relevant documentation signifying airworthiness and with sufficient battery hours or dry ice remaining for the shipment to reach its final destination. For heating/cooling containers, we will endeavour to plug them into A/C power when in situ for extended periods of time.

While in our custody and care, the containers are handled according to tailor-made processes and within manufacturers' guidelines, including the regular monitoring of temperature and battery levels. The SHC code 'ACT' should be clearly visible on the MAWB.

Book on;

Priority – Guaranteed to be on time, every time

Priority is guaranteed for the flown portion only, subject to [terms and conditions](#).

Classic – Simply reliable, effective, and great value

Product Overview continued

Valuable

For when it's precious, and needs extra security

In a fast-evolving market, valuable consignments extend to far more than gold, diamonds and currency. Transportation of your high-value cargo requires an understanding of potential risks in the supply chain and measures embedded within the operation to give you peace of mind when moving your precious cargo.

With every valuable movement, we ensure our eyes are never taken off your shipment, with multiple checks completed by our trained staff whilst being *escorted by dedicated security personnel.

Moving your Valuable goods has never been safer.

* A security escort charge will be applied to all valuable shipments. Charges will vary depending on route.

Book on;

Priority – Guaranteed to be on time, every time

Priority is guaranteed for the flown portion only, subject to [terms and conditions](#).

Vulnerable

For when it's irreplaceable, and needs extra protection

For high-tech to high-end fashion, artwork to sensitive documents, careful and discrete handling is integral to keep your goods safe. With our Vulnerable service, we ensure your goods are securely stored in monitored, controlled access areas.

Feel confident that your vulnerable goods will get to where they need to be, discretely, securely, and quickly.

Book on;

Priority – Guaranteed to be on time, every time

Priority is guaranteed for the flown portion only, subject to [terms and conditions](#).

Classic – Simply reliable, effective, and great value

The small print

Rates are inclusive of fuel and security surcharges (also known as war risk), all other surcharges are excluded.

All cargo will be billed on Chargeable weight with the exception of goods on Courier – Express.

Chargeable weight is whichever is the greater of the Actual Gross Weight or the Volumetric Weight. Volumetric weight of the shipment must be calculated based on the following ratios: 6000 cubic cm per kg; 366 cubic inches per kg.

Rates are quoted in USD.

Rates are valid from the specific gateway only. Additional gateways can be found in the 'Additional in-forwarding' section and are charged according to that gateway.

Rates do not apply to restricted articles, oversized cargo, active containers, Valuable, Mail, Repatriation (human remains) and Cars. Please contact us for applicable rates.

Shipments containing Dangerous Goods (with the exception of class 9, dry ice, lithium batteries under section II and biological substances category B) will be charged an additional 40% on top of the freight rate, applied as a dangerous goods surcharge.

Dry ice is accepted on our flights where the net weight does not exceed our aircraft limitations.

The class, UN and net weight of the hazardous contents must be stated at time of booking.

DGR (dangerous goods) are accepted across select products and service levels to our direct destinations. The net weight of the hazardous content must be stated at the time of booking. Dangerous goods are accepted to our online stations and select onforwarding stations – please check with us at time of booking for any onforwarding restrictions where a trucking sector is involved.

All shipments are subject to Virgin Atlantic Airways' conditions of carriage and IATA regulations.

As per the Montreal Convention, liability shall be limited to 22 SDR's per kg and linked to the weight of the shipment, not the value. If the carrier liability is less than the claimed amount, Virgin Atlantic Cargo shall offer settlements in line with limits of liability. Any additional gestures shall be reviewed on an individual case-by-case basis.

Rates may be subject to review on shipments with excessive volume.

Shipments may be liable to a weight/volume check on acceptance and charges may be levied. Virgin Atlantic Cargo cannot be held responsible for any delays caused as a result.

Virgin Atlantic Cargo reserves the right to revise these rates without prior notification.

These rates replace all previously issued rates and are valid until further notice.

Any devices being used (both transmitting and non-transmitting) must be on our [approved list](#) and declared at time of booking. For full terms and conditions, please [click here](#).

AF, KL, DL and VS have formed a transatlantic joint venture, including in respect of their cargo cooperation, for the benefit of their customers. This allows the airlines to work together to optimise services to customers across their combined networks, offering more destinations, more capacity and more frequent services. Within the scope of this joint venture, the carriers are cooperating both commercially, including on pricing, and operationally on cargo offers related to transatlantic routings.

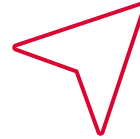
For full terms and conditions, please [click here](#).

Contact us



Quotes & bookings

1 800 828 6288 – option 1
bookwithus@fly.virgin.com



Track your cargo

Visit our [online portal](#) to track the status of your cargo

Customer care

1 800 828 6822 – option 2
customer.relations-cargo@fly.virgin.com



Invoice queries

For CASS customers, please raise a dispute using the CNS website ([click here](#))

For all non-CASS customers submit your query by contacting our Revenue Integrity team
vac.revenueaccounting@fly.virgin.com



Products

For information on our products, please visit our website [here](#)



Network

For our latest route map and flight schedule, please visit our website [here](#)



Approved devices

Check out our latest approved devices on our website [here](#)



Offices and gateways

For more information on our station information, please visit our website [here](#)



MAWB's

Need a new AWB stock?
Complete our [online form](#) to request a new batch.

