

Our express service for your time sensitive cargo offering a 2 hour* close out.

Fast Ride is our express handling service for shipments under 300kg*. You will receive the highest boarding priority, a confirmation email on departure and our 100% money back guarantee should your shipment not fly as booked. This also applies to Fast Ride transshipments 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.

The added benefits of using Fast Ride is the 2 hour* close out time for deliveries. We will even guarantee that your shipment will be available within 2 hours* after the flight arrives.

Fast Ride truly is the perfect service for you when time is of the essence.

KEY FEATURES



Boarding priority and money back guarantee	Highest priority with 100% money back guarantee
Close out times	2 hours*
Dedicated booking line	Offered in the UK, USA and South Africa
Priority unloading and pick up	Yes
Email status updates	Available on request
Service recovery	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
Online track and trace	Yes
Freight availability	2 hours*
Booking window	Up to 4 hours before STD
Restrictions	No dangerous goods / animals / liquids over 1 litre (per package)
Weight and volume limits	300kg per shipment / 70kg per piece*
Minimum connection time at LHR	4 hours

*Please check for local variances

For more information about Fast Ride and how we can help you help your customers, please contact your local Virgin office, details can be found at www.virginatlanticcargo.com.

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



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



Boarding priority and money back guarantee	Highest priority with 100% money back guarantee
Close out times	Variable please check with your local office
Dedicated booking line	Offered in the UK, USA and South Africa
Email status updates	Available on request
Service recovery	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
Online track and trace	Yes
Freight availability	Variable please check with your local office
Booking window	14 days before STD
Weight and volume limits	Limited only by aircraft and maximum pallet weights
Minimum connection time at LHR	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.

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just ride

virgin atlantic
cargo 

Our general cargo product, offering value, great service and our famous reliability.

Just Ride offers value, great service and our famous reliability right across our ever expanding network of over 400 destinations worldwide. Our dedicated team around the network oversee the handling, meaning your cargo is looked after as if it were our own.

Just Ride means we've got the experience, reach and capacity to handle your day to day air cargo needs. Our flexibility means Just Ride is the perfect fit whether you're shipping general freight or something a bit more specialised. Our local sales teams would love to talk to you about how Just Ride can also be tailored to fit your specific requirements.

KEY FEATURES



Boarding priority	Boards after Must Ride, Fast Ride and Cool Chain
Close out times	Variable please check with your local office
Online track and trace	Yes
Freight availability	Variable please check with your local office
Booking window	14 days before STD
Weight and volume limits	Limited only by aircraft and maximum pallet weights
Minimum connection time at LHR	7 hours for loose and 5 hours for shipper built units

For more information about Just Ride and how we can help you help your customers, please contact your local Virgin office, details can be found at www.virginatlanticcargo.com.

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 australia

vex

virgin atlantic
cargo 

Our express courier service.

VEX is our express courier product for all your urgent airport to airport shipments under 32kg.

Speed and efficiency are our key drivers for VEX, offering later close out times and a service second to none.

KEY FEATURES



Close out times	90 minutes*
Online track and trace	Yes
Freight availability	90 minutes*
Booking window	Please check with your local office
Restrictions	No dangerous goods / animals / liquids over 1 litre (per package)
Weight and volume limits	32kg per piece
Minimum connection time at LHR	3 hours

*Please check for local variances

For more information about VEX and how we can help you help your customers, please contact your local Virgin office, details can be found at www.virginatlanticcargo.com.

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

 australia

Offering you a range of solutions for your temperature sensitive cargo.

We believe the key to a superior Cool Chain service is piece of mind and that is what we strive to deliver through treating your cargo with expert care.

Whether you're shipping either passive or active pharma or perishables, our Just Ride and Must Ride services can be tailored to your requirements to ensure your shipment arrives in perfect condition.

Just Ride offers outstanding value and reliability, and Must Ride is our premium service for when your cargo absolutely 'must ride'.

Our fully trained team will look after your shipment throughout its entire journey and will oversee our handling agents around our network to ensure your cargo is given the specialist treatment it deserves.

Our team are here to help and answer any questions you may have throughout your shipment's journey. In the unlikely event of delays or offloads, you can be confident in the knowledge that our staff will initiate the appropriate recovery procedures to minimise any risk to your shipment, as well as keeping you informed every step of the way. Please see the table below to find out the best solution for you or, please call your local sales team.

PRODUCT COMPARISON CHART



	Pharma Passive		Pharma Active	Perishables	
Product	just ride	must ride	must ride	just ride	must ride
Temperature ranges accepted	15-25°C or 2-8°C	15-25°C or 2-8°C	Temperature controlled by active ULD	15-25°C or 2-8°C	15-25°C or 2-8°C
Special handling code	CRT, COL or ICE*	CRT, COL or ICE	ACT	CRT, COL or ICE*	CRT, COL or ICE
Availability	Selected routes	Selected routes	Selected routes	Network wide	Network wide
Additional services available on request	-	Secure handling	Secure handling	-	Secure handling
Boarding priority and money back guarantee	Boards after must ride	Highest priority with 100% money back guarantee	Highest priority with 100% money back guarantee	Boards after must ride	Highest priority with 100% money back guarantee
Email status updates	Available on request at time of booking				
Service recovery	Bespoke processes in place to minimise risk to your shipment (available on request)				

*Local restrictions apply on certain routes, please check at time of booking.

We are approved to carry CSafe RKN and Envirotainer e1 and T2 RKN/RAP temperature controlled containers and provide access to temperature controlled storage facilities. 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. All active ULDs should be delivered to us prescreened and security cleared. For a full list of accepted units/destinations please ask when you contact us.

For more information about Cool Chain and how we can help you help your customers, please contact your local Virgin office, details can be found at www.virginatlanticcargo.com.

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

Our products at a glance



just ride

must ride

fast ride

vex

Boarding priority and money back guarantee	Boards after Must Ride, Fast Ride and Cool Chain	Highest priority with 100% money back guarantee	Highest priority with 100% money back guarantee	High priority
Close out times	Variable please check with your local office	Variable please check with your local office	2 hours*	90 minutes*
Dedicated booking line		Offered in the UK, USA and South Africa	Offered in the UK, USA and South Africa	
Priority unloading and pick up	-	-	Yes	-
Email status updates	-	Available on request	Available on request	-
Service recovery	-	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 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	-
Online track and trace	Yes	Yes	Yes	Yes
Freight availability at LHR	5 hours for loose, 3 hours for shipper built units	5 hours for loose, 3 hours for shipper built units	2 hours	90 minutes
Booking window	14 days before STD	14 days before STD	Up to 4 hours before STD	Variable please check with your local office
Restrictions	-	-	No dangerous goods / animals / liquids over 1 litre (per package)	No dangerous goods / animals / liquids over 1 litre (per package)
Weight and volume limits	Limited only by aircraft and maximum pallet weights	Limited only by aircraft and maximum pallet weights	300kg per shipment / 70kg per piece*	32kg per piece
Minimum Connection time at LHR	7 hours for loose and 5 hours for shipper built units	7 hours for loose and 4 hours for shipper built units	4 hours	3 hours
Cool Chain solutions available	Yes	Yes	-	-

*Please check for local variances

For more information about our product range and how we can help you help your customers, please contact your local Virgin office, details can be found at www.virginatlanticcargo.com.

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

