cool chain

virgin atlantic cargo

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

Whether you need passive or active temperature control, or just need to know your shipment is treated with expert care, 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.

We believe the key to a superior Cool Chain service is piece of mind and that is what we strive to deliver. 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 control available	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.

virgin australia

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