



## One Small Step FAQs

**Q: Will my One Small Step deposit be applied to my future seat?**

A: Yes, we will apply the US\$1,000 One Small Step deposit to the price of the One Giant Leap reservation should you make one in the future.

**Q: By paying the US\$1000, am I making a spaceflight reservation?**

A: No, but you are taking an important step in that direction. As a One Small Step registrant, you will be in the priority group for an offer of a firm reservation (i.e. make the One Giant Leap!) as soon as we release more seats.

**Q: Why is Virgin Galactic introducing this new stage in the booking process?**

A: We have seen unprecedented reservation interest and now have many thousands of registrations. By introducing One Small Step, we can efficiently identify those people we should be talking to, when reservations become available. It also means that those who are serious about flying can rest assured that they will be contacted immediately when that happens.

**Q: How much will these new seats cost when you release them?**

We have not disclosed that and we may be able to offer a range of prices, but we will initially be charging more than the US\$250,000 price point offered to those who signed up early.

**Q: When can I expect to hear from you about the new seats?**

A: The release of the next tranche of seats will be dependent on a number of factors, including project milestones. We therefore cannot commit to an exact date, but we will be in regular contact to keep you informed of our plans.

**Q: If I complete the One Small Step process and am subsequently offered a seat, do I have to accept it?**

A: No, that is entirely up to you and we will of course, be happy to talk through all the points at the time to help guide you to the right decision.

**Q: Is there an age limit?**

A: There is no upper age limit, but we are unable to accept One Small Step registrations from anyone under the age of 18 due to current FAA regulations.

**Q: What happens if I change my mind about One Small Step once I've paid?**

A: You can ask for a refund, and the full amount will be refunded in accordance with the One Small Step Deposit Terms and Conditions. Details on the refund process are in the One Small Step Deposit Terms and Conditions and will be sent to you in the One Small Step confirmation email. We make no deductions or additional charges for credit card payments, but you will be liable for any personal fees that may be charged by your credit card provider in respect of the transaction

**Q: I want to make multiple reservations when more seats become available. Do I need to make a One Small Step registration for each seat I plan to reserve?**

A: No, you just need to make a single One Small Step registration and payment. When we contact you with One Giant Leap details, we can discuss the purchase of multiple seats if appropriate.

**Q: Can I pay the One Small Step payment in currencies other than US dollars?**

A: No, US dollar is the only currency available. However, most credit cards denominated in alternative currencies will allow you to make US dollar payments. The effects of associated credit card foreign currency fees and exchange rates applied on payment or refund are your responsibility.

**Q: What should I expect from Virgin Galactic in terms of regular communications?**

A: Immediately after your payment is successfully processed you will receive a confirmation email from us. Shortly afterwards you will receive a more formal welcome email and then regular project updates until such time that we are ready to contact you about a firm reservation.

**Q: Will I be part of the Future Astronaut Community if I sign up for One Small Step?**

A: The Future Astronaut community is currently reserved for the 600 Future Astronauts who signed up before our first spaceflight in December 2018 and put down significant deposits. You will, however, be given membership to this exclusive group if you continue to a firm reservation.

**Q: Can I transfer my One Small Step registration to someone else?**

A: No, if you no longer wish to be a part of this community, then simply request a refund.

**Q: Can I offer a One Small Step registration as a charity auction lot, or as a corporate promotion prize or similar?**

A: No, please refer to the Small Step Deposit Terms and Conditions for the rules about promotion and publicity.

**Q: How do I find out more about Virgin Galactic in general?**

A: The best source of project history and information is [www.virgingalactic.com](http://www.virgingalactic.com). It is also worth signing up to our various social channels. We will, of course, be keeping you updated with all relevant news and progress.

**Q: I still have questions!**

A: You can contact us by email at [membership@virgingalactic.com](mailto:membership@virgingalactic.com) and we will respond as quickly as we can.