



## Virgin Australia's Accelerate Program

### Q. What is happening?

A. Virgin Australia's participation in the SmartFLY program ended on 8 November 2021. Your membership has automatically transferred across into Virgin Australia's accelerate program commencing 9 November 2021

### Q. How do I make a booking under the Virgin Australia accelerate program

A. Your booking process remains unchanged and your nominated Travel Manager can make your booking on your behalf.

### Q. How are my bookings tracked under the Virgin Australia accelerate program

A. Your nominated Travel Manager has all the information to continue tracking on your behalf against the Virgin Australia accelerate program.

### Q. How do I update my account details?

A: Please contact your nominated Travel Manager or contact our accelerate team on [accelerate@virginaustralia.com](mailto:accelerate@virginaustralia.com) to advise us of the changes that need to be updated, this can include change of Key Contact, Business Name and change of trading ABN.

### Q. What will happen with my SmartFLY Rewards Travelbank?

A. You will continue to have access to any travel credits accrued under the SmartFLY program.

### Q. Will Virgin Australia still be offering Pilot Gold Velocity status through the Accelerate Program?

A. Yes, Virgin Australia will continue to reward our Accelerate customers with 2 Velocity Pilot Gold memberships once they reach \$2,000 in spend within the first 3 months if you have not already utilised these when first joining the program.

### Q. Will Accelerate customer have access to discounted Lounge membership?

A. Yes, Virgin Australia has removed all lounge joining fees and will offer a discounted annual lounge membership fee of \$379 to all accelerate guests.

### Where do I go for help?

For additional support with your Virgin Australia accelerate account, please call **1300 246 498** and select one of the following options:

Option 1: Business account enquiries

Option 2: Reservation enquiries

Option 3: Virgin Australia Lounge enquiries

Option 4: Velocity Frequent Flyer enquiries