



australia

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Virgin Australia Trade Newsletter

Welcome back to the Virgin Australia Trade email newsletter, just in time for Christmas! This month learn about all the new and exciting things happening at Virgin Australia. Plus, don't forget to check out our handy FAQs section for trending questions received by our Industry Support team.

Bring on a little Christmas to business

Now's a great time for your clients to connect with their colleagues and business partners in person.

Virgin Australia Business Flyer members can save up to 6%* off great value fares, plus Tier 1 members can earn **double Velocity Points**[^] on eligible flights booked and flown between 14 Nov – 31 Dec 2022*

[Find out more](#)



Kia Ora, Queenstown!

After nearly 1,000 days, our first flights to Queenstown have touched down, just in time for the summer holidays. Our services operate from Sydney, Brisbane and Melbourne for Australians and New Zealanders looking to fly over the Ditch.

[Find out more](#)

Resuming codeshare flights with Singapore Airlines

Virgin Australia and Singapore Airlines have resumed the sale of Virgin Australia codeshare flights to a host of destinations on Singapore Airlines' global network for seamless travel between Australia, Asia, Africa and Europe. Sales are available for point-of-sale in Australia only on SQ-operated routes (to/from SIN) to destinations including 7 Australian gateways.

[Find out more](#)



Policy Updates

Domestic requirement for postcodes

Virgin Australia has now removed the requirement for Agents to input guests' postcodes for all domestic bookings in the booking flow. This was introduced to support the government requirement for COVID-19 contact tracing but is no longer required.

Payment surcharge fee update

Virgin Australia has adjusted our payment surcharge fees to the following:

- Credit card cost 0.97%
- Debit card cost 0.55%

For more information please read our [Payment Surcharge Policy](#).

Updates to our GDS Booking Policy

Our GDS Booking Policy has recently been updated with changes to the ADM fee for PCC requirements, which is now \$10 per passenger per PNR. You can view the latest version of our GDS Booking Policy and all other Virgin Australia policies and guides on the Virgin Australia [Agency Hub](#).

FAQs

What is the booking process for Virgin Australia Business Flyer members?

The correct booking process to be followed when making a booking on behalf of a business flyer customer using OSI entries can be found in our [VABF Agent Clue Card](#). Please note the ticket designator ACC99 will remain the same and no spaces should be present within the ABN number. Bookings that don't include an OSI entry with a valid ABN in the correct format will be issued with an ADM, so please ensure you adhere to the correct process outlined above.

How are my customers notified in the event of a schedule change or disruption?

Your customers will be kept up to date in the event of a schedule change or disruption by SMS and email. It is critical that you include the guest's contact mobile and email address in the PNR using CTCM and CTCE SSRs to ensure your guest has the most up-to-date information on their booking at all times of the day or night.

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* Fare Advantage Discount: The Fare Advantage Discount of 4% applies to domestic Flex fares (L, K, H, W, B, Y class) and 6% applies to domestic Business Class fares (D, C, J class)) and is available to Virgin Australia Business Flyer members. The Fare Advantage Discount levels are subject to change without notice. Please check our website for current discount levels. Fare Advantage Discounts can only be booked through the Booking Portal, our Guest Contact Centre, or a registered self-ticketing Travel Management Company (TMC) or travel agent and are not available through the public Virgin Australia website. TMC or travel agents not registered to process Fare Advantage Discounts or have any questions regarding the application of Fare Advantage Discounts should contact the Virgin Australia Business Flyer team at atbusinessflyer@virginaustralia.com. Fare Advantage Discounts cannot be used in conjunction with any other offer or discount and cannot be combined with any other Unpublished Fares or Promotional Fares. Fare Advantage discounts do not apply to any bookings made via the Virgin Australia conference and group travel area, sale fares or other tactical fares offered from time to time, and bookings for children and infants. Virgin Australia Business Flyer and Loyalty [Terms and Conditions](#) apply.

Business Flyer Double Velocity Points promotion you must (1) be a Virgin Australia Business Flyer Tier 1 member, (2) A Virgin Australia Business Flyer Member or its representative book an eligible flight via the Virgin Australia Business Flyer Booking Portal or through your preferred travel management consultant and travel between 12.01am AEST 14 November 2022 and 11.59pm AEST 31 December 2022 inclusive (Promotion Period). An Eligible Flight is a Domestic flight marketed and operated by Virgin Australia and booked and ticketed in either Business – Credited Class Code J, C, D; Economy Flex – Credited Class Code Y, B, W, H, K, L, ; Economy - Choice – Credited Class Code R, E, O, N, V, P, Q, T, I, S, ; Future Flight Credit – Credited Class Code U; and Lite – Credited Class Code M. Virgin Australia Business Flyer and Loyalty Terms and Conditions apply. Codeshare services marketed or operated by partner airlines are not eligible for this offer. Double Velocity Points will be applied to the originally purchased fare class and any upgrades (other than when you paid the full commercial fare) will not attract Points as a result of this offer. There is no limit on the number of times this offer can be redeemed. Virgin Australia Business Flyer Double Velocity Points offer cannot be used in conjunction with any other offer or promotion. The Virgin Australia Business Flyer member should allow up to 4 weeks after completion of travel for the Double Points to be allocated to their Rewards Portal.