

Virgin Australia Waitlist Policy

Virgin Australia allows waitlist on all its Domestic and International Short Haul services. Customers have the opportunity to “waitlist” for a seat or upgrade on flights where the requested cabin is fully booked across our network.

Eligibility Criteria for Making Waitlist Bookings

- › The flight requested must be a Virgin Australia prime flight. This means it is operated by a Virgin Australia aircraft.
- › Waitlist requests can only be made in **J or Y classes**.
- › Customers will not be required to hold a confirmed seat to be eligible to waitlist. An exception exists where the waitlist requests a confirmed seat or seats in a higher cabin. In this instance a confirmed seat in Economy is required.
- › The cabin on the requested flight must be fully booked.
- › Customers can waitlist anytime between the flight entering the system (331 days PTD) and 24 hours prior to flight departure.
- › Waitlisting will only be available via the GDS booking channels or the Guest Contact Centre.

Waitlist Terms and Conditions

- › A waitlist request does not guarantee a seat on the requested flight.
- › Customers are able to waitlist on multiple flights, however multiple confirmed segments for the same flight cannot be held.
- › Waitlist cannot be requested or cleared at our airports.
- › Customers are not required to pay for a seat that they have been waitlisted on. Payment will only be required should the seat become available.
- › If a waitlisted booking does not get confirmed, Agents will be advised via an SSR that the request will be cancelled: **SSR OTHS WL CXL 24HRS BFR DEP UNLESS HK**
- › Once a customer is confirmed from the waitlist and a ticket is issued, the fare rules related to that fare will apply.
- › Once the flight is within 24 hours prior to departure waitlisting will no longer be available.
- › Any segments remaining in “HL” status within 24 hours to flight departure will be cancelled, and an SSR advice will be sent to cancel the waitlist: **SSR OTHS WL SEG CXL**
- › A further SSR will be sent into the booking to advise agents to remove the HX segments or risk an Agent Debit Memo: **SSR OTHS PLS DELETE HX SEGS TO AVOID ADM**

Waitlist Contact Information

- › GDS bookings will be the responsibility of the travel agent who made the initial waitlist request.