



australia

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Virgin Australia Trade Newsletter

Take your clients on an epic adventure

Escape to an island paradise or explore a bustling city without draining their wallets. Save up to

30% on 35 local and international destinations*

such as Samoa, Sydney or Tokyo.
Hurry, sale ends 3 April 2023.*





See more with Virgin Australia

New short-haul international services will see Virgin Australia grow its international capacity by 50 per cent by mid-2024. Virgin Australia's International short-haul network continues to expand and now includes Bali, Queenstown, Nadi, Port Vila and Apia, as well as Tokyo (Haneda) which will commence in June 2023.¹

[Find out more](#)

Unlock new opportunities for your clients

Virgin Australia Business Flyer is here to help you deliver even more value to the small-to-medium business travel market, including exclusives for our Tier 2 and Tier 3 members. Members now receive a complimentary Velocity Gold membership[^] and their choice of an additional reward including Velocity Points, Lounge passes or (for Tier 3 members) Business Class upgrades.^{^^}

[Find out more](#)



Updates

Important Preflight Information

Please be aware that Virgin Australia does not accept cash as a form of payment onboard or at the airport. Payments for flight extras can only be made by Visa and Mastercard Credit and Debit cards, or American Express Cards. We are unable to process any flight extras if an eligible Credit or Debit Card is not used as a form of payment. All transactions will be processed in AUD.

Additional Checked Baggage Update

Please note that the carriage of additional baggage for flights to Haneda and Apia is at the sole discretion of Virgin Australia and is subject to aircraft loads. The purchase

of additional baggage at the airport is subject to availability and there is no guarantee additional baggage will be accepted for travel.

FAQs

Guests travelling with dietary needs?

A friendly reminder that special meal options are not available on Virgin Australia Domestic and International Short Haul flights and as such SSR SPML should not be requested via your GDS on these services. A range of vegetarian and gluten-free options are available for purchase from our onboard menu. If these are unsuitable, guests are welcome to bring their own food and non-alcoholic beverages on-board.

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.

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* Sale ends midnight AEST 3 April 2023 unless sold out prior for selected one way and return flights on selected travel dates in 2023 for Economy Lite and Choice fares only. Travel periods apply and fares are subject to availability. Fares departing Mackay to Brisbane are for travel from 19 July 2023 until 14 September 2023 and from 11 October 2023 until 10 December 2023. Price is based on a one-way Economy Lite fare booked on virginaustralia.com. Seats are limited and may not be available at peak times or on all flights. Payment surcharge may apply. Seat selection and checked baggage are not included in Economy Lite fares. Economy Lite fares are not recommended if you require flexibility with your travel as cancellations are not permitted and you may need to pay a fee and any fare difference to make a change. For other fare types, a fee and fare difference may be payable for changing or cancelling your booking. See Virgin Australia's domestic Fees page for details. Refunds are not permitted for Economy Lite and Choice fares if you cancel your booking. Refunds are permitted for Economy Flex fares on payment of a fee. You may also request a refund for other reasons, including under the Australian Consumer Law. Check your fare rules for more information. Some flights may be operated by a partner airline. Full terms and conditions at www.virginaustralia.com.

¹ Subject to regulatory approval.

^ Velocity Gold Membership: Virgin Australia Business Flyer Tier 2 members receive one complimentary annual Velocity Gold Membership. Virgin Australia Business Flyer Tier 3 members receive two complimentary annual Velocity Gold Memberships. These complimentary memberships are for member employees only, as nominated by the member.

^^ Whenever a Virgin Australia Business Flyer member is: (a) upgraded to a higher Tier Level (i.e. upgrade

from Tier Level 1 to Tier Level 2); (b) retained at Tier Level 2 or 3 following the member's annual Tier Level review; or (c) downgraded from Tier 3 to Tier 2 following the member's annual Tier Level review, the member will have the option to choose a reward. To choose a reward, click on the link in the email sent to the member's Key Contact and select from the options. The link in the email will expire in four weeks from receipt or once the member has chosen your reward. Once a selection has been made, it cannot be changed. The Single Use Lounge Pass or Business Class Upgrade rewards must be allocated to a Velocity Frequent Flyer member who is directly employed or contracted by the Member within 1 year or they will expire. The bonus Points reward must be transferred to a Velocity Frequent Flyer member who is directly employed or contracted by the Member within 2 years or they will expire. Please note that any unallocated rewards will also expire if you are upgraded to a higher Tier Level (at which time we will provide you with new rewards to choose from). See the Virgin Australia Business Flyer [Terms and Conditions](#) for details of the available rewards and conditions of use.

This trade release email is being sent to you by Virgin Australia Airlines Pty Ltd (ABN 36 090 670 965) of 275 Grey Street, South Brisbane, Queensland 4101 Australia.