

Future Flight credit & credit card acceptance information

Trade Release

Future Flight credits – must know information

Virgin Australia would like to remind Travel Agents of the Agency Hub and the resources available to you.

The Agency Hub contains essential information, policies and guides to assist you to book and manage Virgin Australia bookings.

The Agency Hub includes resources such as:

- Contact information for enquires and support
- Commercial Policies
- Future Flight credit information, policies and guides relating to these credits
- Policies, guidelines and GDS clue cards created especially for Travel Agents
- Collateral including flyers and brochures

Future Flight credits (FFC)

Following Virgin Australia's voluntary administration, we are unable to provide a refund for cancelled flights or other services where the booking was made on or before 20 April 2020. However, we're pleased to provide our guests with a Future Flight credit for these impacted tickets.

What is a Future Flight Credit (FFC)?

A type of credit provided to Virgin Australia guests where the original ticket was issued on or before 20 April 2020 or if a guest has a travel credit that was issued prior to this date.

FFC features:

- Valid for use on all Virgin Australia operated flights and selected flights operated to and from Brisbane airport by Alliance Airlines for Virgin Australia. Valid for Economy and Business class bookings

- Valid for travel up until 30 June 2023, however travel must be ticketed by 31 July 2022
- Can be used for any passenger/s (not limited to the passengers on the original booking)
- Can be used over multiple bookings, and any residual amount remains valid for use until 31 July 2022
- Can be used to purchase Economy X, additional checked baggage and lounge experience passes (once available) or used as payment for Unaccompanied Minor or pet travel bookings
- Flight changes and cancellations by guests may be permitted as per fare rules. Change or cancel to travel credit and we'll waive the fees for travel up to 30 April 2022*

Booking Future Flight Credit Fares:

- Economy Class: U class
- Business Class: D class
- Fares must be priced against account code FFC20
- Waiver code BW000191 applies to all bookings

Unfortunately, we have seen an increase in Future Flight Credit (FFC) related ADM's being issued to agents due to:

- Incorrect booking classes used (only U and D classes can be used)
- Agents pricing private negotiated fares instead of FFC fares using account code FFC20
- The application of FFC policy to non FFC tickets i.e. tickets being reissued to a lower fare and the residual value being held in a pseudo ticket

It is important agents understand the correct application of Future Flight credits and when they can and can't be used to avoid receiving any unnecessary ADM fees. Please use the Virgin Australia Agency Hub or contact the Virgin Australia Industry Support team on 13 67 37 should any policy or process be unclear. ADM fees for incorrect issuance of a Future Flight credit will result in a A\$250 Fee plus ADM fee.

More information pertaining to Future Flight credit terms of use can be found on the Virgin Australia website.

[Find out more](#)

Credit card acceptance

When making credit card sales for travel agents, Virgin Australia accepts guests' personal and corporate credit cards as a payment type when it is the merchant of the record and taking funds. On approval, Virgin Australia also accepts BTA (Business Travel Account) payments via travel agents for corporate clients. Virgin Australia will not accept virtual credit cards or agency cards as a form of payment.

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*Changes must be made prior to travel date. Fare differences may apply. Cancellation to Travel Bank only as a Future Flight credit. Refund to original form of payment is not available.

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