



Update from Virgin Australia

TRADE RELEASE

07 June 2021

Virgin Australia is pleased to advise that agents now have the ability to amend or cancel tickets which are in 'checked' status indefinitely.

Initially, this was offered on a trial period to give agents better control of their bookings, making it more efficient to do business and reduce the need to contact Virgin Australia for assistance prior to making changes. Due to the success of the trial this will now be part of the normal booking process with Virgin Australia.

Fares rules have been updated to reflect this change and agents will no longer need to contact Virgin Australia for assistance.

Please note: All other fare rules and conditions continue to apply.

Should you have any questions, please contact your Virgin Australia Account Manager.

Booking process for accelerate clients

Virgin Australia would like to remind agents of the correct booking process to be followed when making a booking on behalf of an accelerate client using OSI entries.

[How to make a booking using OSI entries](#)

Please enter your client's ABN number using the below OSI entries at the time of PNR creation.

GDS	ABN/NZBN Entry Format	Example Entry
Amadeus	OS VA VACC/999999999999	OS VA VACC/999999999999
Galileo	SI.VA*VACC/999999999999	SI.VA*VACC/999999999999
Sabre	3OSI VA VACC/999999999999	3OSI VA VACC/999999999999

Please note the ticket designator ACC99 will remain the same.

From 1 July 2021, bookings that don't include an OSI entry in the correct format will be issued with an ADM, so please ensure you adhere to the correct process outlined above.

Should you have any questions, please contact the Virgin Australia Industry Support team on 136 737 or via email at va.agentshelpdesk@virginaustralia.com

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