



Onboard catering update

TRADE RELEASE

25 March 2021

Virgin Australia is excited to today announce changes to its Business and Economy class offering.

For our guests in Business, an exciting new and simplified menu is being introduced and will feature high-quality food and drinks, all served on our Business class tableware, including crockery, glassware, cutlery and meal trays.

In Economy class, the complimentary snack will be replaced with a refreshed and simple Buy-On-Board menu that delivers increased choice and value for our guests. Complimentary tea, coffee and water will be available to all guests who travel with Virgin Australia.

Our guests will continue to enjoy the same high-quality service we know they have come to love from our award-winning cabin crew.

Guest Communications

We are in the process of notifying guests who have existing bookings for travel with Virgin Australia to notify them of the change. We are also making changes to the below channels:

- › Website
- › Guest Contact Centre
- › GDS systems

We kindly ask that you forward any communication you receive from Virgin Australia on behalf of your guest, so they are aware of the change. In addition to

this we will have made a provision for a complimentary snack should the guest request this.

For all economy class bookings, the flight display on your GDS will reflect an updated meal service code, showing that food and beverages will be available for purchase on board. This change will be visible for flights departing from 27 March onwards.

We thank you for your patience during this exciting transition and look forward to welcoming you and your guests onboard soon.

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