



Update from Virgin Australia

TRADE RELEASE

09 April 2021

Virgin Australia has welcomed the New Zealand Government's decision to establish quarantine-free travel between New Zealand and Australia, providing a boost of confidence for travellers looking to reunite with family and friends and do business across the Tasman.

While the sale of most Virgin Australia services between Australia and New Zealand have been suspended until 31 October 2021, the airline will continue to make available for booking limited flights to and from Queenstown from 18 September 2021.

We are working with Air New Zealand to provide impacted guests with alternative flight options. Please refer to the revised Commercial Policy on the [Virgin Australia Agency Hub](#) for information on how to manage impacted guests bookings to ensure alternative travel arrangements can be organised on Air New Zealand services.

In all cases, options to select new travel dates with Virgin Australia or obtain a refund to the original form of payment are being made available. If a Future Flight credit was used to purchase a ticket on an impacted service the ticket may be held as a Future Flight credit. Please note that all re-bookings to Air New Zealand services must be completed by 9 May 2021.

More information on Compulsory Passenger Contacts for Disrupts and Pandemic Response can be found below or on the [Virgin Australia Agency Hub](#).

New Zealand remains a key part of our short-haul international network and we look forward to re-entering the Trans-Tasman market later this year.

Passenger Contact Information

Agents are reminded that in order for our teams to effectively notify and communicate with guests about their travel experience, it's crucial that the phone and email contact information of the travelling guest is provided in the booking.

The following SSR codes are accepted for bookings made via your GDS:

- › **SSR designator(s): VA (NZ if reaccommodating to an NZ flight)**
- › **Contact type:** CTCM (mobile contact for irregular operations). Phone format(s): 61400111222
- › **Contact type:** CTCE (email contact for irregular operations). Guest email in format advised by your GDS.

Important: For any PNR that does not have CTCE or CTCM present in the relevant contact field, a Vendor Remark will be added to the PNR prompting the Agent to complete this information.

We appreciate your assistance in ensuring guest contact information is correctly added to all bookings, so we can continue to update our guests with important information regarding their booking.

[Agency Hub](#) | [Contact us](#) | [Privacy](#)

You are receiving this trade release because you are a travel industry partner registered with Virgin Australia and you have agreed to receive trade releases or you have otherwise told us you would like to receive trade releases. If you no longer wish to receive trade release emails from Virgin Australia, please [click here to unsubscribe](#)

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.