

## Virgin Australia (VA) partnership with Air New Zealand (NZ) on the trans-Tasman

### Agency Partners Frequently Asked Questions

#### About the Virgin Australia and Air New Zealand partnership

Virgin Australia (VA) has expanded its international network in partnership with Air New Zealand (NZ). You can now book flights for your customers to more destinations including Auckland, Christchurch, and Wellington, using all Virgin Australia sales channels. These flights are marketed by Virgin Australia and operated by our partner Air New Zealand.

**These codeshare services will only be available from the Australian point of sale and point of origin.**

#### When will the partnership be in place?

Virgin Australia marketed flights operated by Air New Zealand will be available to sell from 5 December 2024, for travel from 9 December 2024.

#### What does this codeshare partnership mean for my customers?

The Virgin Australia and Air New Zealand partnership will now provide your customers with more options and greater choice on itineraries between Australia and Christchurch, Auckland, and Wellington (schedule may change and is subject to seasonality).

Additionally, your customers who are Velocity members will be able to earn and redeem Points, as well as earn Status Credits, when flying on a VA codeshare flight operated by Air New Zealand.

Eligible Velocity tier members and Business Class guests will have access to Air New Zealand Lounges in the following international airports before their trans-Tasman flight when travelling on a VA marketed flight operated by Air New Zealand: Wellington, Christchurch, Sydney, Melbourne, Brisbane, and Perth. In Auckland, access to the third party 'Strata' lounge is available. Each Eligible Velocity members flying on these services may bring one guest into the lounge, provided the guest is also flying on the same VA marketed trans-Tasman flight operated by Air New Zealand (Business Class guests cannot bring a guest to the lounge). For eligible Velocity members and Business Class guests travelling from Adelaide and the Gold Coast on these services, lounge access will be available at the Virgin Australia Lounge, subject to operating hours. Access to all other Air New Zealand domestic lounges or any



other worldwide lounges is not permitted for Virgin Australia guests and Velocity tier members as part of this arrangement.

**What routes are included in this codeshare?**

Virgin Australia will place codeshare on Air New Zealand operated routes to and from the following destinations.

Travel to Auckland	Travel to Christchurch	Travel to Wellington
<ul style="list-style-type: none"> <li>• ADLAKL</li> <li>• MELAKL</li> <li>• BNEAKL</li> <li>• OOLAKL</li> <li>• CNSAKL</li> <li>• HBAAKL</li> <li>• PERAKL</li> <li>• MCYAKL</li> <li>• SYDAKL</li> </ul>	<ul style="list-style-type: none"> <li>• SYDCHC</li> <li>• BNECHC</li> <li>• MELCHC</li> <li>• OOLCHC</li> </ul>	<ul style="list-style-type: none"> <li>• SYDWLG</li> <li>• MELWLG</li> <li>• BNEWLG</li> </ul>

Schedule may change and subject to seasonality.

The above routes can also be sold as connecting itineraries from Virgin Australia’s domestic network.

**Will Virgin Australia customers be able to buy Virgin Australia fares on these services from New Zealand?**

Virgin Australia fares operated by Air New Zealand will only be available to purchase from the Australian point of sale and point of origin.

**Will I be able to combine a VA operated Queenstown (ZQN) service with a NZ operated service in a single ticket?**

The arrangement only applies to trans-Tasman services that Virgin Australia does not operate directly. Given Virgin Australia operates direct services from Australia to Queenstown, these routes are not included within the arrangement.

**Does the arrangement include Domestic New Zealand?**

The arrangement will not extend to Air New Zealand domestic services. Journeys that do require a domestic New Zealand sector will be able to be booked via Air New Zealand sales channels.

**What product fare types are included?**

Virgin Australia will be able to sell the following Air New Zealand fare products:

- **Theworks** – Sold as **Choice** in Virgin Australia sales channels.



- **Workflexi** – Sold as **Flex** in Virgin Australia sales channels.
- **Businessflexi** – Sold as **Business** in Virgin Australia sales channels.

### **Can an unaccompanied minor be booked on a VA marketed flight NZ operated service?**

Unaccompanied minors can only be booked via Air New Zealand directly.

### **Can a customer on a VA marketed flight NZ operated service pre-purchase additional baggage?**

Payment for excess baggage charges can be facilitated at Air New Zealand's airport check-in counters and not in advance of the day of travel.

### **What does this mean for my corporate customers who hold a Corporate Air Agreement with Virgin Australia?**

Virgin Australia is excited to offer corporate customers exclusive discounts when flying across the Tasman on codeshare services as part of their Corporate Air Agreement. Our Corporate Sales team will be working with eligible corporate customers on these changes.

### **What does this mean for my customers who are Virgin Australia Business Flyer members?**

Virgin Australia is pleased to offer Virgin Australia Business Flyer members discounts when flying across the Tasman. For further information please refer to the program's [terms and conditions](#).

### **Will customers have through check-in for the VA\*NZ codeshare flights?**

Through check-in will be activated, allowing passengers a seamless connecting experience, including through-boarding passes issued at the point of departure and through-baggage transfer when traveling on connecting itineraries between a VA operated service and a VA marketed flight operated by Air New Zealand.

### **During what part of the booking process will I be able to select a seat for my customer on the Virgin Australia marketed flight operated by Air New Zealand?**

Standard seat selection is available on completion of your customer's booking, using the Air New Zealand booking reference via manage booking on Air New Zealand's [website](#).

### **What are the loyalty program benefits for my customers that are Velocity Frequent Flyer members?**

For your customers who are Velocity Frequent Flyer members, this partnership offers benefits and rewards including:



- Earn and redeem Velocity Points and earn Status Credits when flying on a VA marketed flight operated by Air New Zealand.
- Book an Any Seat with Points + Pay across eligible trans-Tasman services.

Additionally, eligible Velocity Gold, and Platinum members will receive the following tier benefits:

- Priority Check-in\*
- Priority boarding and baggage\*
- 1x additional baggage up to 23kgs (When travelling in Business Class the maximum permitted baggage allowance is 3 x 23kg bags)
- Lounge access^

For further information on loyalty benefits included in this partnership, please refer to Velocity membership [terms and conditions](#).

Disclaimers:

\*Priority Check-in & boarding are available at selected ports. See <https://www.velocityfrequentflyer.com/content/Status/Benefitsat-a-glance/> for more information.

^Eligible Velocity tier members and Business Class guests will have access to Air New Zealand Lounges in the following international airports before their trans-Tasman flight when travelling on a VA marketed flight operated by Air New Zealand: Wellington, Christchurch, Sydney, Melbourne, Brisbane, and Perth. In Auckland, access to the third party 'Strata' lounge is available. Each Eligible Velocity members flying on these services may bring one guest into the lounge, provided the guest is also flying on the same VA marketed trans-Tasman flight operated by Air New Zealand (Business Class guests cannot bring a guest to the lounge). For eligible Velocity members and Business Class guests travelling from Adelaide and the Gold Coast on these services, lounge access will be available at the Virgin Australia Lounge, subject to operating hours. Access to all other Air New Zealand domestic lounges or any other worldwide lounges is not permitted for Virgin Australia guests and Velocity tier members as part of this arrangement.

