

Preferred Seating – Trade FAQ

1. *What is Preferred Seating?*

- Preferred Seating is a paid Economy seating option which our guests can select.
- These seats are in the forward half of the aircraft, behind the front Economy X zone (where applicable).

2. *What is the key benefit of Preferred Seating?*

- The key benefit of Preferred Seating is being seated closer to the forward aircraft door and therefore enabling faster disembarkation. Note: These seats do not have any additional legroom.

3. *What is difference between Preferred Seating Zone 1 and Zone 2?*

- Where applicable, the Preferred Seat zones are sectioned depending on how far forward the seat is to the front. On a 737-800 aircraft:
 - i. Zone 1 = rows 6-9
 - ii. Zone 2 = rows 10-12

Each zone will have a different price.

4. *Who pays for Preferred Seating?*

- All Silver, Red and Non-Members can pay for Preferred Seats at the time of booking or through 'Manage my Booking' on a Choice or Flex fares.
- Platinum and Gold members traveling on a Choice or Flex fare can select Preferred Seating for themselves and up to 8 accompanying guests free of charge.
- Any remaining Preferred Seats available through the check in channels can be selected free of charge by all guests on a Choice and Flex fare.

5. *What happens if I need to change my flight?*

- For guests who need to voluntarily change their flight they will need to select a seat when changing their flight. The original seat Electronic Miscellaneous Document (EMD) will be refunded, and the new seat EMD will be charged.

6. *What happens if I need to cancel my flight?*

- If you have purchased a Preferred Seat and voluntarily cancel your booking, the preferred seat fee will not be refunded.

7. *My flight was changed, and I no longer have Preferred Seating. Can I get a refund?*

- In the event Virgin Australia change your flight and a preferred seat is not available, you may request a refund through BSP. Please note if Virgin Australia accommodate you in an Economy X seat, no refund is applicable.

8. *Is Preferred Seating available on all flights?*

- All Regular Passenger Transport (RPT) services operated on Virgin Australia/Virgin Australia International and VARA aircraft will offer preferred seating.
- RPT services operated by Link Airways, Alliance Airlines and Air North with a VA flight number will also offer Preferred Seating.

9. *How much is Preferred Seating?*

- Preferred Seating prices are determined by the market and zone selected. Prices below include GST.

	Choice/Flex		
	Preferred Seats		Standard Seats
	Zone 1	Zone 2	
Short domestic	\$14	\$9	\$0
Long domestic & ISH NZ	\$17	\$12	\$0
ISH Pacific Islands	\$20	\$15	\$0
ISH Bali	\$22	\$17	\$0
Japan	\$25	\$20	\$0

10. *There are no free seats to select when making my booking, what can I do?*

- For guests on a Choice or Flex fare, if all standard seats are taken at the time of making a booking and guests do not wish to pay for a seat, they may wait until check in opens (48 hours for domestic flights) and select a Preferred Seat free of charge.

11. *Why are some Preferred Seats more expensive than others?*

- Guests selecting a Preferred Seat in Zone 1 will attract a higher price due to the closer proximity to the front of the aircraft.

12. *I have recently changed from a Silver Member to a Gold Member, can I get Preferred Seating free of charge on my existing booking?*

- Tier recognition for seating benefits will apply at the time you are selecting your seat.

13. *I am travelling on a Choice or Flex fare. When can I select Preferred Seats free of charge?*

- For Velocity Gold and Platinum members you may select a preferred seat free of charge at the time you make your booking for you and up to 8 accompanying guests.
- For Velocity Silver, Red and Non-Members you will need to wait until check in opens to select a Preferred Seat for free, subject to availability.

14. *My seat has changed from a Preferred Seat on a Window to an Aisle, can I get a refund?*

- In the event Virgin Australia changes your flight and a 'like for like' Preferred Seat is not available; you may request a refund through BSP. Please note if Virgin Australia accommodate you in an Economy X seat, no refund is applicable.

15. *Do I earn Velocity Points when I purchase Preferred Seats?*

- Guests will earn Velocity Points in accordance with their fare type however Points earn is not available for Preferred Seat purchases.