

Virgin Australia Seating Policy

Seat Selection is available on all Virgin Australia-operated flights from 331 days prior to departure until check-in closes. To make flights as comfortable as possible, we offer eligible guests the opportunity to select a preferred seat before boarding. Advance seat selection can be made at the time of booking or after a booking has been made via the GDS, online, via our [Guest Contact Centre](#), or at the time of check-in.

Seat Selection and Eligibility

Seat selection is available to all Virgin Australia customers traveling on any fare within any cabin subject to availability, eligibility criteria, conditions, and safety requirements. Where available, seat selection occurs directly via a seat map display or by generic seat requests. Update the PNR (Passenger Name Record) to confirm acceptance of the Schedule Change.

Our Lite Fares will always have a cost to pre-seat prior to check in.

Important Information

- › Virgin Australia is unable to guarantee seat selection requests as they may need to be changed for operational or safety reasons.
- › Customers will not be contacted if changes to seats occur prior to check-in.
- › We are unable to advise the seat selection for passengers who are not on the same itinerary for privacy reasons
- › Eligible customers with specific seating requirements or special needs should ensure this information is passed on to our Guest Contact Centre or Travel Agent.
- › Certain seats may not be available for advance seat selection.
- › **Velocity Platinum and Gold members and their traveling companions (in same PNR) are permitted to pre-seat in the preferred seating zones at no charge.** Please ensure you have added the Velocity Platinum or Gold member's frequent flyer number to the booking at the time of pre-seating.

Seat Selection availability by booking channel:

Booking Channel	Available
GDS	Yes
Virgin Australia Corporate Website	Yes
Virgin Australia Direct Connect (API)	Yes
Virgin Australia Website	Yes
Virgin Australia Guest Contact Centre	Yes
Virgin Australia Check-in Desks	Yes
Virgin Australia Check-in Kiosks	Yes

Where are the seats located?

On a 737-800, preferred seating is available for purchase in the section between Economy X as per the below indicative map.



What is the cost?

The cost for Economy X & Preferred Seating can vary between seating zones and regions travelling. Please refer to your GDS for current pricing.

Economy X

Economy X provides a more seamless and comfortable experience for guests travelling in the main cabin on all Domestic services. Economy X is available for sale on Virgin Australia operated services (including selected VARA services).

Domestically, Economy X includes Priority Boarding, at least 25 percent more legroom, and preferred overhead lockers, while Short Haul International flights also include access to dedicated check-in facilities.

To be seated in the emergency exit row, customers must:

- › Be 15 years of age or older.
- › Be physically able to reach, locate, and operate the emergency exit window or door, and to quickly pass through the exit.
- › Be able to understand and acknowledge instructions given by our Cabin Crew in English about the tasks they will be expected to perform in an emergency evacuation and read the safety card provided by our Crew for that purpose.
- › Be able to check outside conditions and respond to Cabin Crew commands before opening an exit.
- › Be able and willing to assist the Crew and other passengers in the evacuation of the aircraft.
- › Not have any condition (be it a consequence of age, frailty, injury, physical or psychological disability, mobility, vision or hearing impairment, sickness or anything else) which may prevent them from performing the duties listed above.
- › Not be travelling with a carer, or carrying an infant, a guide dog or an assistance animal.
- › Not require the use of an extension seat belt.

Important Information

- › Economy X is subject to aircraft type, operational and safety requirements.
- › Economy X seats are available for a fee, per person per segment, based on origin and destination.
- › Customers may choose to be seated apart from their travelling party and therefore only those customers choosing to be seated in an Economy X seat are required to pay the applicable fee.
- › Where a customer subsequently cannot meet the safety requirements due to changed circumstances, they are required to call the Guest Contact Centre prior to travel to remove the Economy X reservation.
- › Economy X is non-transferable.
- › Economy X is non-refundable, unless due to involuntary cancellation or the guest does not meet the safety requirements.

VIPs and Platinum Velocity Frequent Flyer members will be offered this benefit free of charge on domestic and short-haul international flights and can request this at the time of booking or any time prior to departure where available.

Preferred Seating

Preferred Seating is located towards the front of the economy cabin and gives customers the benefit in being seated closer to the forward aircraft door and therefore enabling faster disembarkation. Note: These seats do not have any additional legroom.

It is available to purchase via the GDS (Global Distribution System) as an EMD-A (Electronic Miscellaneous Document) and is available on all aircraft types and Virgin Australia-operated with a VA flight number (including E90, Saab 340 and Fokker F70 aircrafts).

All customers who choose to seat in the Preferred Seating zone will be charged the fee as an EMD-A when booking via the GDS with the Platinum and Gold Velocity Tier status exceptions.

Standard Seating

Advance seat selection is included in all fares, except economy lite fares.
Standard seat selection at no additional cost is located from rows 15-30

FAQ

1. *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.

2. *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. Agent is to then contact the Virgin Industry Support Team to reassociate the original seat Electronic Miscellaneous Document (EMD) provided the names and routing have not changed.

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

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

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

- In the event Virgin Australia changes your flight and an Economy X or Preferred Seat is not available, you will be eligible for a refund through your GDS.
- Please note if Virgin Australia accommodates you in an Economy X seat in place of a preferred seat, no refund is applicable.

5. *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.

6. *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.

7. *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 GDS. Please note if Virgin Australia accommodates you in an Economy X seat, no refund is applicable.

TERMS & CONDITIONS

Preferred Seats are limited and subject to availability. The applicable Preferred Seat fee will be the fee published at the time you purchase a Preferred Seat. Fees are per person, one way and per sector. Payment surcharge may apply. Preferred Seat fees are non-refundable, except where in accordance with the Preferred Seat Terms and Conditions, or where you are entitled to a refund under the Australian Consumer Law. See the full Preferred Seat Terms and Conditions for more information on refunds.