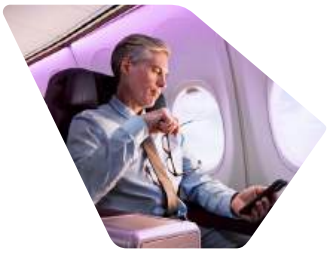
Supporting our Agency Partner

At Virgin Australia we're on a mission to bring new and uplifting experiences to our guests and agency partners, and we are committed to providing you with exceptional service and support to meet your needs.

We provide your customers with choice, comfort and connectivity



Choice to fly your way

With a choice of Economy, Economy X and Business cabins, as well as a fresh onboard menu and inflight connectivity, your customers can truly choose to fly their way.

Learn more about our in-flight experience here.

Value every day

We offer some of the best value airfares in market with flexible fare structures and tailored inclusions.

Learn more about our fare types here.

Expansive network & frequency

We'll get your customers where they need to go with an extensive network of domestic and international destinations.

Learn more about our network here.

Experiences your customers will love

We continue to deliver award-winning service onboard with our crew – winners of **Best Cabin Crew**, for a eighth time in a row.

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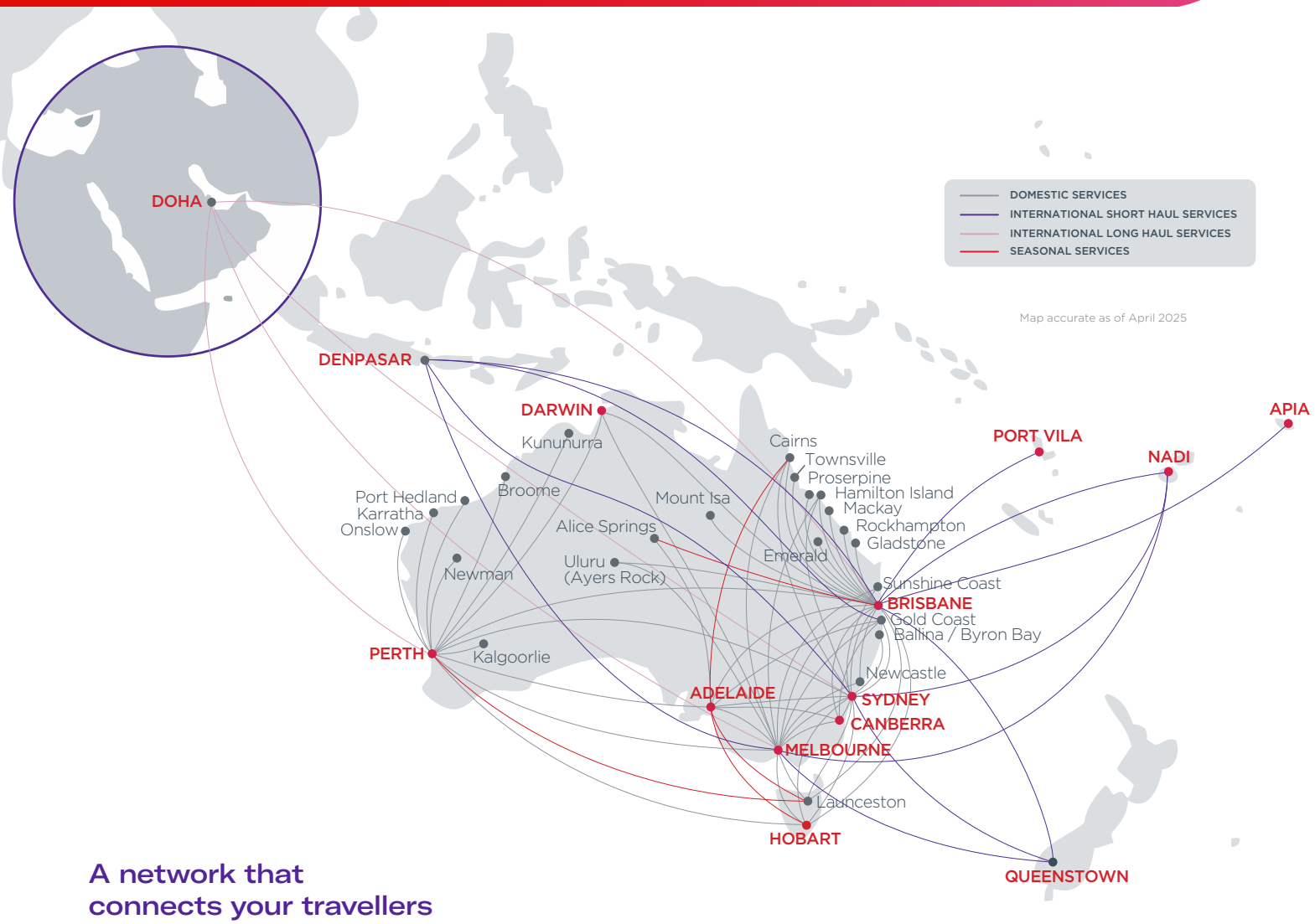

A network that connects your travellers

Embark on a world of possibilities with Virgin Australia's extensive network of domestic and international destinations.

Our services to Doha

28 daily Virgin Australia flights from Sydney, Brisbane, Perth, and Melbourne to Doha, **connecting to 100+ global destinations.** Operated by Qatar Airways on spacious Boeing 777s featuring the award-winning Qsuite Business Class.

31
Domestic Ports

5
International Ports

Our Airline Partners

Connect onto our world-class airline partners to venture from Asia, Europe, the Middle East, Africa and the Americas into Australia and beyond.

QATAR AIRWAYS القطرية
UNITED AIRLINES
SINGAPORE AIRLINES
AIR CANADA
ANA

We're on a mission to bring new and uplifting experiences to our guests and agency partners, and we are committed to providing you with exceptional service and support to meet your needs. Whether you need to talk to one of our experienced team members or need support with one of our products and services we are here to help.

Speak to one of our friendly team members

Virgin Australia Agents Helpdesk
Experienced technical support and advice 7 days a week.

- Clarification of Policies
- Technical assistance
- GDS troubleshooting
- Ticketing, fare & pricing queries
- Special assistance & medical requests
- Operational waiver requests
- Refund queries

To find out more call **13 67 37** or email **va.agentshelpdesk@virginaustralia.com**
Operating hours are Mon-Fri: 5.00am - 11.00pm | Sat-Sun: 7.30am - 6.00pm (AEST)
International agents please refer to our **Industry Support contact list**

Group Bookings
Our dedicated Groups team is here to support you, offering group solutions for 10 or more guests travelling together.

- Flexible terms and conditions
- Competitive fares
- GSO system allowing you to quote, book and manage your groups instantly

To find out more call **13 67 00** or email **group.sales@virginaustralia.com**
Operating hours are Mon-Fri: 8.30am - 5.00pm (AEST)
After hours support: Mon-Fri: 4.00am - 8.30am, 5.00pm - 11.00pm, Sat-Sun: 4.00am - 11.00pm (AEST)

Virgin Australia Business Flyer
Technical support and guidance with Virgin Australia Business Flyer bookings. For more information **visit the Information for travel agents** landing page.
To find out more call **1300 246 498** or email **businessflyer@virginaustralia.com**
Apply for the Virgin Australia Business Flyer program on behalf of your client.
Operating hours are Mon-Fri: 5.00am - 11.00pm | Sat-Sun: 7.30am - 6.00pm (AEST)

Jump online

Agency Hub
Dedicated site for our Travel Agency Partners

- Policies, Guides & Clue cards
- Apply for Virgin Australia plating authority
- Trade communications
- Access Sales collateral

To find out more visit **Virgin Australia Agency Hub**

Virgin Australia website

- Information on products and services
- Virgin Australia group policies
- Request a tax invoice
- Complaints and compliments

To find out more visit **virginaustralia.com**

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Quick reference guide

ADM & ACM Queries
All ADM disputes and ACM queries should be processed via BSP Link.
For more information **view our ADM & ACM Policy**.

Commission Enquiries
All commission enquires should be referred through to your head office, consolidator or ticket centre.

Corporate Solutions
Discover our range of **corporate solutions for your clients**.
To find out more about our business travel solutions, **complete this form**, and one of our account representatives will contact you.

Register for access to our Group Booking Tool
To request access to our **Group Sales Optimiser (GSO) please register**.
Find details on our GSO tool, including how-to guides, **on our Groups page**.

Have feedback?

Your feedback is important to help us deliver a great experience for our Travel Agency Partners.
Please **send through your feedback** to us.

Cont. over page

velocity frequent flyer

loyalty program of australia

Get to rewards faster with Velocity Frequent Flyer

Velocity members can look forward to all the features you'd expect from a frequent flyer program, plus unique benefits that really make a difference.

Use your Velocity Points for Reward Seats

You can redeem your Points for flights across the Virgin Australia network starting at 5,900 Points (one-way Economy, from Sydney to Brisbane, excluding taxes, fees and carrier charges)[1]. Reward Seats are an all-inclusive offering, with a complimentary checked baggage allowance, seat selection, inflight entertainment and everything you've come to expect from a Virgin Australia flight.

Family friendly benefits

- Family Pooling is an exclusive Velocity benefit that allows members to pool either their Points or Points and Status Credits for up to 6 family members living at the same address[2].
- If you're expecting a new addition to the family, Platinum Plus, Platinum, Gold and Silver members can pause their membership for 6 months to maintain their Status[3].

The higher your membership, the greater the rewards

Velocity has five levels of membership, entry level Red, Silver, Gold, Platinum and our new Status, Platinum Plus. You can climb the Status ladder by earning Status Credits, with a minimum number of Status Credits required to be earned on eligible Virgin Australia marketed and or operated flights, flown by you.

Earn Status Credits with:

- Virgin Australia
- Our network of Airline Partners
- Family Pooling (as a Beneficiary)
- Flybuys
- Eligible Velocity Points earning Credit Cards

Introducing Forever Gold and Platinum Plus

Forever Gold

To celebrate and recognise our members' long-term loyalty to Virgin Australia, Forever Gold will provide eligible members with access to Gold Status benefits, forever[4]. This includes benefits like:

- Virgin Australia Lounge access
- 75% Points Bonus
- Priority Airport Service
- Preferential Seating
- Fly Ahead

To qualify for Forever Gold, your Forever Gold Status Credits balance must reach a total of 12,000 Status Credits, with at least 9,000 earned from eligible Virgin Australia marketed and or operated flights flown by you, since 1 February 2013.

Platinum Plus

Designed for our most frequent flyers going above and beyond Platinum, Platinum Plus members will enjoy the benefits of Platinum plus more[5].

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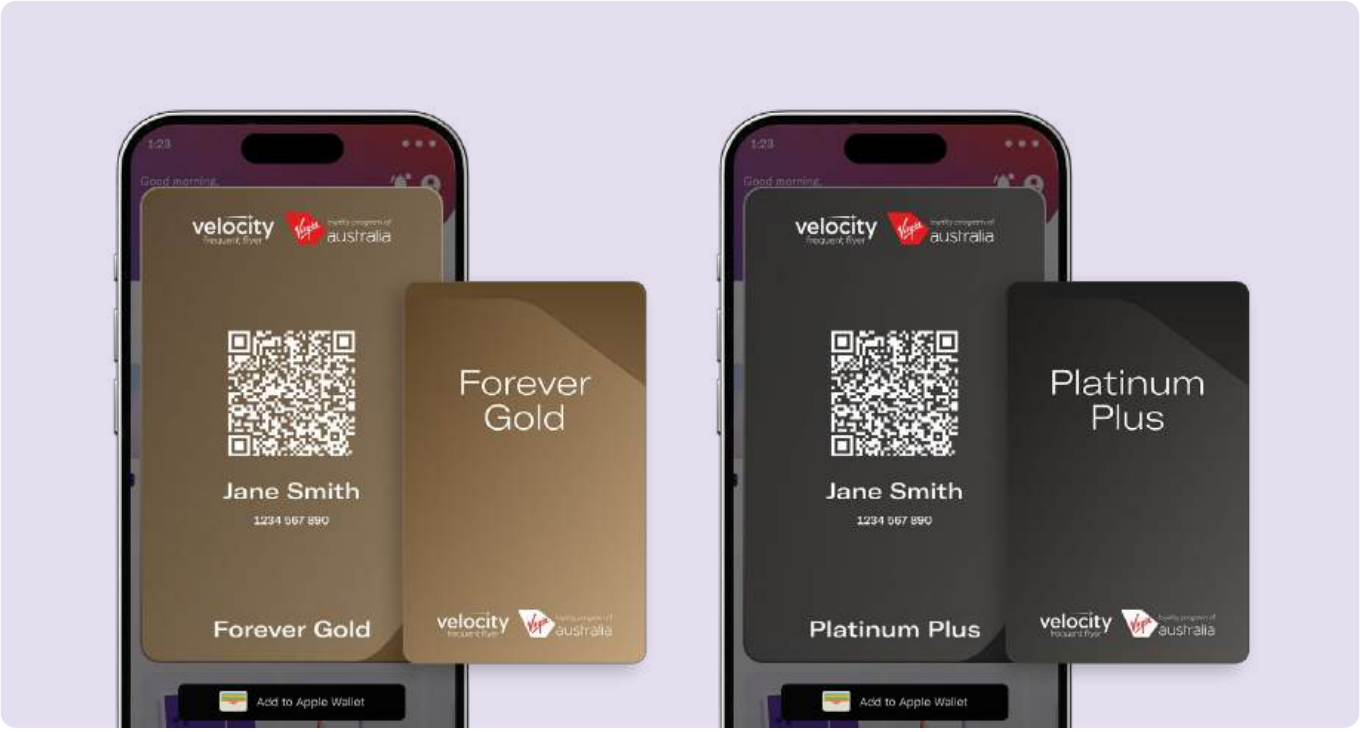
- Gift Platinum Status to a member of your choice
- Utilisation of complimentary upgrades on domestic and international short haul Economy Choice and Flex fares
- Fly Later
- Checked baggage allowance of 5 x 32kg on eligible Virgin Australia domestic and international short haul flights (excluding Lite fares)
- Priority Phone service
- Access to exclusive events and offers throughout your Benefit Period (subject to availability)

To qualify for Platinum Plus, your Status Credits balance must reach a total of 2,000 Status Credits, with at least 1,500 Status Credits earned from eligible Virgin Australia marketed and or operated flights flown by you.

Not yet a Velocity member?

It's free to be a Velocity member. Anyone of any age can sign up. Join today and start earning Points on the things you do every day. To join Velocity[6], **click here**.



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Pay with Points

Pay now, let Points cover it later

Use your linked Visa credit or debit card to purchase food or drink, and use your linked Visa credit card to pay for Wi-Fi onboard selected Virgin Australia operated flights, and let your Velocity Points cover it later.*

Here's how it works with Virgin Australia

New to Pay with Points?

Link your Visa card in the Velocity App.
Before you fly, get the Velocity App ready! Just open or download it, tap Pay with Points, update your preferences, enable notifications, and link your eligible Visa credit or debit card before you fly.

Make a transaction onboard

Pay for food, drinks or WiFi onboard selected Virgin Australia operated flights using your linked card (debit card not accepted for WiFi).*

Pay with Points

After an eligible transaction, you'll get a notification (if enabled). Tap it or open the Velocity App to confirm to Pay with Points within 24 hrs from transaction processing. Points will be deducted from your Velocity account, and the eligible transaction amount will be credited back to your card, usually within 2–10 business days.*

Looking for a ride on Velocity Points?

Pay with Points on eligible rides around Australia with DiDi from just 1,000 Velocity Points.#

Learn more

velocity frequent flyer

loyalty program of australia

Terms and conditions

~Virgin Australia was awarded 2026 Winner Best Cabin Crew for the eighth consecutive year and ranked third globally in the World's Best Hybrid Airlines category at the AirlineRatings.com Excellence Awards.

[1]Based on a one-way Economy Domestic Reward Seat on Virgin Australia travelling in zone 1 at the lead-in base fare of 5,900 Velocity Points (additional taxes, fees and carrier charges apply). Price is correct as at 29 September 2026 and is subject to change. More information about other Reward Seat fares, including in other zones or classes, and on partner airlines, can be found **here**. The Reward Seat base fare is payable in Velocity Points, and taxes, fees and carrier charges are payable in addition to Velocity Points redeemed for the base fare. Reward Seats are limited and may not be available at the lead-in Reward Seat base fares, at peak times or on all flights. Reward Seat bookings must be made on the Virgin Australia website by selecting "Use Points" or by contacting the Velocity Membership Contact Centre. Reward Seats and associated charges are not eligible for Velocity Points or Status Credits earn. You can change or get a refund for your booking by paying a fee and any fare difference, at least 24 hours before scheduled departure. You may also request a refund for other reasons, including under the Australian Consumer Law. View the Velocity Reward Seat fare rules for more information. Some flights may be operated by a partner airline. Different baggage allowances and conditions may apply to these flights. Full terms and conditions at velocityfrequentflyer.com.

[2] A Family Pool lets Family Members transfer their Points, or Points and Status Credits from up to five contributing accounts to one beneficiary account. You can choose whether you pool only Points, or both your Points and Status Credits. A Family Member is someone who you can demonstrate lives at the same residential address as you and is related to you. You can have up to 6 members in a Family Pool at a time. Only 2 members in a Family Pool can be 18 years or over. If a third Family Pool member turns 18, they'll be automatically removed from the Family Pool. Note that only a contributor can opt in or out of a Family Pool. For full Family Pooling terms and conditions **click here.**

[3] Membership Pause is available to request for Platinum Plus, Platinum Gold and Silvermembers who are parents or due to become parents, for a period of 6 months when caring for a child under 2 years or expecting a baby to be born within 3 months of making the request. Limited to one Membership Pause per child and two Membership Pauses for a 5-year period. Status will be retained for 12 months following the end of the Membership Pause. Additional terms and conditions available **here.**

[4] To be eligible for Forever Gold, Velocity members must have a total of 12,000 Status Credits in their Forever Gold Status Credit balance calculated from 1 February 2013 onwards, with at least 9,000 Status Credits in their balance earned on eligible Virgin Australia marketed and/or Virgin Australia operated flights flown by the member. Status Credits earned through eligible Partner Airline marketed and operated flights, Family Pooling (as a beneficiary), Flybuys, eligible Velocity Points earning credit cards or any other partners will not count towards the minimum balance requirement of Status Credits which must be earned on eligible Virgin Australia marketed and/or Virgin Australia operated flights, flown by the member. Status Credits transferred to a beneficiary through Family Pooling are not earned by the contributor and do not form part of the contributor's Status Credit balance. Forever Gold members will be entitled to Gold membership benefits throughout their Validity Period, unless their Status is Platinum or Platinum Plus (in which case they will receive the member benefits for their Platinum or Platinum Plus Status (as applicable) in the relevant Benefit Period). Forever Gold members are not eligible for Membership Pause. Complimentary Partner memberships are only available once for all Gold members as per Velocity membership Terms and Conditions. Velocity may change Gold membership benefits at its discretion. Forever Gold is not transferrable to any other member. Forever Gold members will not downgrade below Gold Status. Forever Gold will terminate when Velocity membership is terminated by the member or Velocity, including when Velocity becomes aware the member has passed away.

[5]To be eligible to upgrade into Platinum Plus Status, members must have a total of 2,000 Status Credits in their Status Credit balance earned during the previous 365 days, with at least 1,500 Status Credits in their balance earned on eligible Virgin Australia marketed and/or Virgin Australia operated flights flown by the member. Status Credits earned through eligible Partner Airline marketed and operated flights, Family Pooling (as a beneficiary), Flybuys, eligible Velocity Points earning credit cards or with any other partners will not count towards the minimum balance requirement of Status Credits to be earned on eligible Virgin Australia marketed and/or Virgin Australia operated flights flown by the member. Status Credits transferred to a beneficiary through Family Pooling are not earned by the contributor and do not form part of the contributor's Status Credit balance. Platinum Plus members will have access to all Platinum membership benefits (excluding Companion Gold) and the following benefits: the highest level of priority and service throughout your travel journey on Virgin Australia marketed and operated flights, ability to gift 1x Companion Platinum membership, utilisation of Complimentary Business Class Upgrades on eligible Virgin Australia domestic and international short haul Choice and Flex fares, access to Fly Later, total checked-in baggage allowance of 5x 32kg per piece on eligible domestic and international short haul Virgin Australia marketed and operated flights (applicable for all fare types that include a baggage allowance which excludes Lite fares), access to the Priority Phone Service team, and access to exclusive events and offers throughout the Benefit Period (subject to availability). Velocity may change Platinum Plus membership benefits at its discretion. Velocity membership terms and conditions apply.

[6]Velocity membership and Velocity Points earn is subject to **Velocity membership terms and conditions.**

*Pay with Points transactions cannot be reversed. Eligible Visa card linking required. Only eligible Visa credit cards are accepted for WiFi. Minimum and maximum spend limits, exclusions and T&Cs apply.

#Points price correct as at 22 November 2025. Minimum and maximum spend limits, exclusions and T&Cs apply.