



# A new airport experience is coming

We strive to make your trip wonderful long before you step on board. That is why Virgin Australia is reimagining the airport experience to make it faster, simpler, and more in your control.

From May 2026, we're upgrading to an digital-first check-in experience for domestic travellers, reducing check-in times by up to 50%\*. This will enable our airport teams to better assist those guests who need extra help.

Whether you're a seasoned traveller or the occasional holiday-maker, more of your travel experience will happen in the Virgin Australia app - from checking in to managing your booking on the go. [Download the app today.](#)



Your next domestic trip might look something like this:



## Before you arrive at the airport: Check in via the Virgin Australia app

Skip the queue and start your journey from the comfort of your home or hotel. From May 2026, Virgin Australia check-in kiosks across some major Australian Domestic airports will begin switching to bag tag printing only. Checking in before you arrive at the airport will be the fastest way to start your trip. Check-in closes 30 minutes before departure.

Need assistance? Our Guest Services Agents will be at the airport to lend a hand.



## From your app: More ways to manage your trip with ease

- ▶ **Fly Ahead & Fly Later:** Eligible Velocity members can request to change to an earlier<sup>^</sup> or later<sup>~</sup> same day domestic Virgin Australia operated flight to their destination via the Virgin Australia app when travelling on an eligible fare. Subject to seat availability.
- ▶ **Fly earlier (complimentary):** To manage operations and to ease congestion, we may offer you the option to switch to an earlier same day flight to your destination via the Virgin Australia app, subject to seat availability<sup>#</sup>. You will receive a notification via the Virgin Australia app if Fly earlier is available.
- ▶ **Upgrade your flight:** Bid for Business Class directly from the Virgin Australia app with UpgradeMe Premium Bid up to 4 hours prior to departure<sup>1</sup>, or premium extra leg room Economy X seating 2 hours prior to departure<sup>2</sup>.



## At the airport: Drop your bag with upgraded automated bag drop

Bag drop will now be quicker than ordering a morning coffee at select airports with our Australian-first bag drop technology, powered by advanced camera and barcode recognition. After checking in for your flight, print your bag tag at the kiosk, attach it, and place your bag on the automated bag drop belt at least 30 minutes before departure. No need to scan your boarding pass.



As part of these upgrades, from mid June 2026, **Priority Check-in** will change to **Priority Bag Drop** across all Virgin Australia Domestic airports. This allows Business Class guests and Velocity Gold, Platinum and Platinum Plus members to fast-track the bag drop process and get to the departure gate sooner<sup>3</sup>.

# Frequently Asked Questions

## Check-in and airport experience

### Why is Virgin Australia making these upgrades?

We are creating a digital-first experience that reduces check-in times, gives guests more control over their trip, and enables Guest Services Agents to better assist those who need extra help at the airport. In line with other recent enhancements, including updates to our carry-on baggage allowance, these changes are designed to make your journey as smooth and stress-free as possible.

### Are these upgrades happening at all Domestic airports?

The Domestic airports scheduled for upgrades are Melbourne, Sydney, Brisbane, Perth, Adelaide, Darwin, Mackay, Launceston, Sunshine Coast and Gold Coast. For more information on the changes in each airport, visit <https://www.virginaustralia.com/au/en/travel-info/at-the-airport/future-airport-experience>.

### Do I need the Virgin Australia app to travel?

You don't need to install the app to travel. You can still check in online via your device and access your boarding pass. Boarding passes can be added to your Apple or Google Wallet, or simply accessed via a link on your phone.

### Will I still be able to get assistance at the airport?

While you can still get help from our Guest Services team if you need it, using the Virgin Australia app is the quickest and easiest way to check in and manage your booking.

### Can I still print a boarding pass at the airport?

Digital boarding passes in the Virgin Australia app are recommended. If you need assistance, the Guest Services team can help at the airport.

### What happens if I have special baggage or need assistance?

Guests requiring specific services (e.g., oversized baggage, mobility assistance) will still receive personalised support from our Guest Services Agents at the airport.

## Accessibility, groups & complex bookings

### Will these changes impact guests who need specific assistance?

No. Guests requiring additional support, including mobility assistance, will continue to receive personalised help from our Guest Services Agents. The upgrades are designed to enable our airport teams to better assist those who need extra help.

### What if I am travelling on an international connecting flight or have a complex booking?

For international connections or complex itineraries, Guest Services Agents at the airport will be available to assist with checking in and dropping your bags.

### What if I'm travelling as part of a group booking?

At this time, group bookings can only check in online via the Virgin Australia website or at service counters.

# Frequently Asked Questions

## New upgrade and flexibility app features

### Who is eligible to request Fly Ahead or Fly Later?

Fly Ahead is available to Velocity Gold (excluding Lite and Choice fares), Platinum and Platinum Plus members (excluding Lite fares)<sup>1</sup>. Fly Later is available to Platinum Plus members (excluding Lite fares)<sup>2</sup>. Available flight options will be clearly displayed in the Virgin Australia app when you're eligible. Requests for Fly Ahead via the app must be made on day of travel at least 60 minutes prior to the scheduled departure of the desired earlier flight and requests for Fly Later via the app must be made on day of travel at least 60 minutes prior to the scheduled departure of your booked flight.

### How does the Fly earlier (complimentary) app feature work?

To manage operations and ease congestion we may offer you the option to switch to an earlier same day flight to your destination, subject to seat availability. Guests will receive a notification via the Virgin Australia app if they are eligible to move flights<sup>3</sup>. Check out our in-app demonstration of the Fly earlier (complimentary) feature here.

### What if I don't see a bid to upgrade option in the app?

If an option to bid isn't displayed, it means it isn't available for your booking or flight at that time.

## Priority benefits & Status members

### Who is eligible for Priority Bag Drop?

Business Class guests and Velocity Gold, Platinum and Platinum Plus members can access Priority Bag Drop at participating domestic airports<sup>3</sup>.

### Is Priority Check-in being removed at all airports?

Priority Check-in is being replaced with Priority Bag Drop across all Australian domestic airports, as part of the app driven check-in experience upgrade. Depending on the airport, Priority Bag Drop will be offered via automated bag drop or as an assisted service by Virgin Australia Guest Services Agents.

### Will Priority Bag Drop still offer faster processing?

Yes. Priority Bag Drop is designed to help eligible Status members and Business Class guests to move through the airport more efficiently.

#### Terms & Conditions

<sup>1</sup>Based on analysis of historical transaction time data compared with future state performance observed during a one-week live trial at Mackay Airport where the upgrades were deployed. The trial incorporated transaction timing analysis, user testing and behavioural observations across a sample of travellers, indicating check-in times of up to 50% faster.

<sup>2</sup>Fly Ahead: Platinum Plus and Platinum members may Fly Ahead when flying on Business, Economy Flex or Economy Choice, and Business or Economy Reward Seat fares on domestic Virgin Australia flights. Gold members may Fly Ahead when flying on Business or Economy Flex fares, and Business and Economy Reward fares on domestic Virgin Australia flights. Subject to seat availability. Requests must be made at least 40 mins before scheduled departure of the earlier flight at the airport, or 60 minutes before scheduled departure of the earlier flight via the Virgin Australia app, Guest Contact Centre or Priority Phone Service team. Additional terms and conditions available [here](#).

<sup>3</sup>Fly Later: Fly Later is available to Platinum Plus members and up to 3 accompanying guests (in the same booking) to request when flying on eligible domestic Virgin Australia marketed and operated flights (excluding Economy Lite, Group and Staff/Team travel bookings). The requested later flight must be on the same day and route as the original ticketed domestic Virgin Australia marketed and operated flight purchased. Subject to seat availability and operational requirements. Platinum Plus members may only request Fly Later on the day of travel, via the Virgin Australia app, Priority Phone Service team or at the airport. If requesting at the airport, Platinum Plus members must make the Fly Later request at least 40 minutes before scheduled departure of the original flight while the flight is still open for check-in. If requesting via the Virgin Australia app or Priority Phone Service team, Platinum Plus members must request Fly Later at least 60 minutes before scheduled departure of the original flight. Platinum Plus members may not request Fly Later if they have already checked in their baggage. If the Fly Later request is granted, and the Platinum Plus member and their accompanying guests (if applicable) are moved to a later Virgin Australia flight in a lower fare class than what was originally purchased, no refund of any fare difference will be provided (unless they are entitled to a refund under Australian Consumer Law). See [Membership Terms and Conditions](#) for more information on Fly Later.

<sup>4</sup>Fly earlier (complimentary): Fly earlier (complimentary) is available to eligible guests with a confirmed booking on Virgin Australia marketed and operated domestic flights. When offered, eligible guests may choose to move to an earlier flight on the same day to the same destination, free of charge. Offer is subject to operational requirements, availability and Virgin Australia's discretion, and may not be available on all flights or to all guests, even where seats are available. Not available on Virgin Australia short-haul international flights or Virgin Australia flights to Doha (operated by Qatar Airways for Virgin Australia). Fly earlier (complimentary) is a voluntary offer and can be declined by the eligible guest. If a booking includes multiple guests, the change will apply to all eligible guests on the booking. Fly earlier (complimentary) will be offered via the Virgin Australia App and guests must download the Virgin Australia App to receive and accept offers. Guests may be offered direct or connecting flight options, subject to availability. If an eligible guest accepts a Fly earlier (complimentary) offer and moves to an earlier flight in a lower cabin class or different seat type than originally purchased, no refund will be provided (unless they are entitled to a refund under the Australian Consumer Law). Velocity Points and Status Credits will be earned in accordance with the original booking. Once the offer is accepted, any further changes to the booking are subject to applicable Fare Rules. Fly earlier (complimentary) Terms and Conditions apply.

<sup>1</sup>UpgradeMe Premium Bid: Guests can place a bid to upgrade from Economy fares (excl. Economy Lite) on eligible domestic and international short haul Virgin Australia marketed and operated flights. Bids are for a one-way sector. Subject to seat availability. Offers can be made up to 4 hours prior to scheduled departure via the Virgin Australia app or online. Additional terms and conditions available [here](#).

<sup>2</sup>Economy X Bid: Guests can place a bid to upgrade from eligible Economy fares on eligible domestic and international short haul Virgin Australia marketed and operated flights. Bids are for a one-way sector. Subject to seat availability. Offers can be made up to 2 hours prior to scheduled departure via the Virgin Australia app or online. Additional terms and conditions available [here](#).

<sup>3</sup>Priority Bag Drop: Priority Bag Drops available for Business Class guests and Gold, Platinum and Platinum Plus Velocity members flying on Virgin Australia operated flights from selected domestic airports. Subject to availability. Priority Bag Drop may be facilitated at some ports via an automatic bag drop and at other ports via staffed service counters. Please ensure you download the Velocity Frequent Flyer App as a valid virtual or physical membership card needs to be presented to attain benefits.