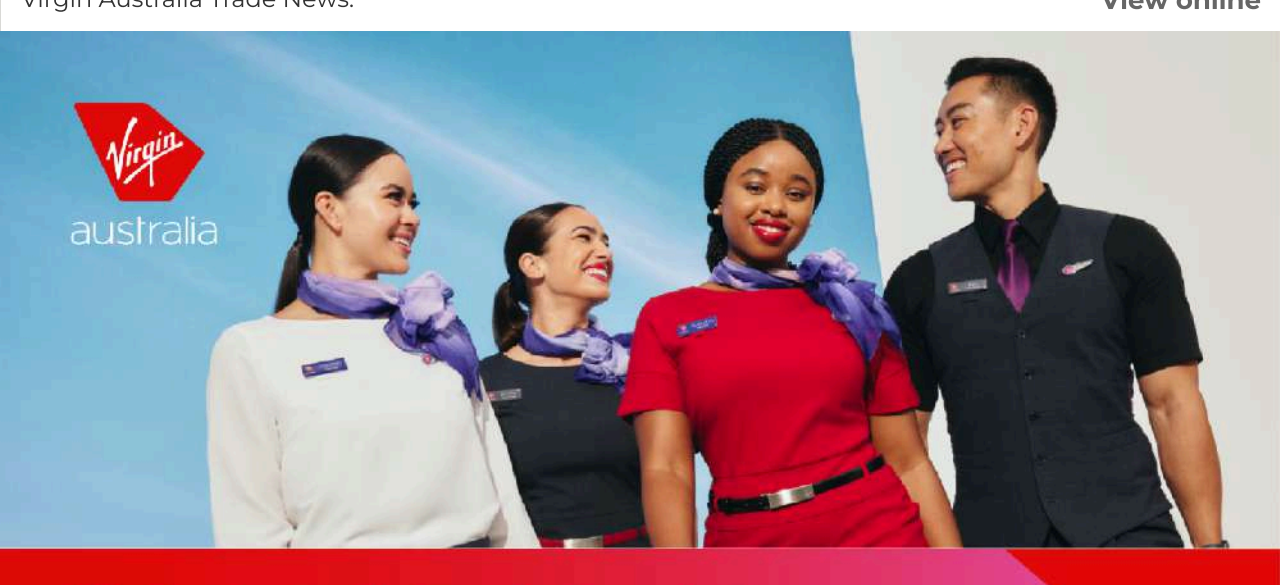
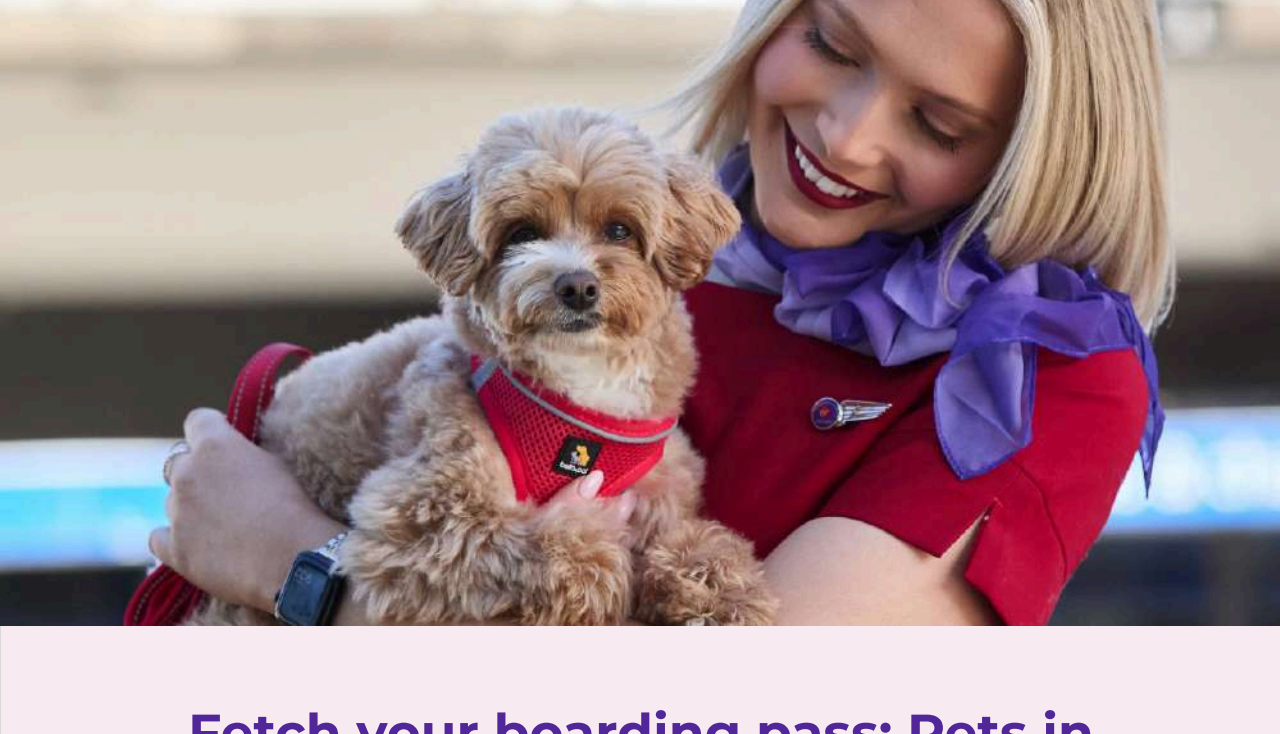




Virgin Australia Trade Newsletter

Hot off the runway



Fetch your boarding pass: Pets in Cabin service on sale now

Virgin Australia is set to become the first airline in the country to welcome pets onboard, with its highly anticipated Pets in Cabin service officially on sale*. The Australian-first service will initially launch as a trial on flights between Melbourne and the Gold Coast and Melbourne and the Sunshine Coast, with the inaugural flight scheduled to take off from Melbourne Airport on Thursday 16 October 2025.

Agents booking guide: To book your customer's fur friend, you'll need to call our Guest Contact Centre on **13 67 89**.

Learn more about the new service eligibility, FAQs, and more by visiting our website.

[Learn more](#)



The first E190-E2 jet takes flight

Virgin Australia Group has reached a significant milestone in its fleet transformation, with the arrival of its first E190-E2 jet in Perth following an impressive 25,000-kilometre journey from Embraer's factory in Brazil. The E190-E2 will primarily support VARA's charter operations across Western Australia, but its dual-class layout including Business Class, a first for VA charter operations, gives the airline flexibility to operate regular passenger services when charter demand is quieter. Virgin Australia has committed to eight E190-E2 aircraft, with the first four scheduled for delivery over the next 12 months.

[Learn more](#)

Upcoming Masterclasses

Topic	Session date & time	Registration
Virgin Australia Masterclass: ADM's & Common Questions	22 October 2pm - 2:30pm AEST	Register now

Policy updates

Update: Payment Surcharge Policy

Our annual payment surcharge reset will be occurring 23 October 2025. Virgin Australia applies a payment surcharge to bookings paid by a debit or credit card to tickets issued. The payment surcharge policy will be updated on this date to reflect the new rates for the year ahead. Please refer to our [Payment Surcharge Policy](#) for more information.

Product & training

Bid for elbow room: Neighbour-Free Seating now available

Virgin Australia has launched Neighbour-Free Seating, a new way for eligible Economy guests to unlock extra comfort for their journey. Eligible Economy guests can now submit a bid to reserve an empty seat beside them on select flights, unlocking extra comfort and privacy during their flight*. The innovative new product is set to transform the way your customers travel by letting guests enjoy more space when they fly, at an accessible price point. To learn more about Neighbour-Free Seating including how to bid and FAQs, please visit our website.

[Learn more](#)

Real-time flight updates straight from your wallet

Virgin Australia is making travel even more seamless with enhancements to our digital boarding passes. Guests using Apple Wallet or Google Wallet will now benefit from real-time updates, ensuring they're always informed of important changes including gate updates, seat changes, and revised boarding times.

Digital receipt on board

Instead of paper receipts for purchases from our onboard menu, we offer an online portal enabling our guests the ability to download a digital copy of the receipt after the flight to make keeping track of expenses a breeze. Simply visit the portal below, enter the flight date, flight number and the last four numbers of the credit card used.

[Onboard receipt portal](#)

Alliances

Virgin Australia expands interline selling on Qatar Airways

We're excited to announce ALP (Aleppo) as a new interline destination now bookable by travel agents via the GDS.

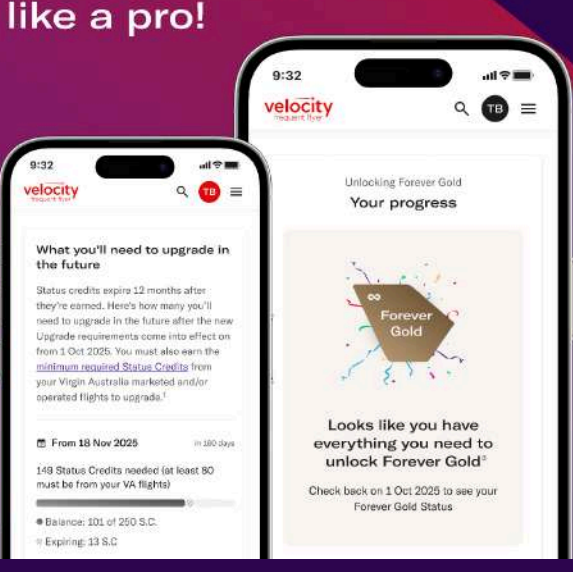
Velocity Frequent Flyer

Forever Gold¹ and Platinum Plus² have taken off

From today, 1 October 2025, eligible members can enjoy the benefits of Forever Gold¹, and our new Status level Platinum Plus². Velocity members can also use the Velocity App or website to easily keep track of their Status milestones and see how they are progressing towards maintaining or upgrading their Status membership level.

[Find out more](#)

Track your Status like a pro!



FAQs and Troubleshooting

How does the UpgradeMe Bid Process work for Virgin Australia?

Virgin Australia's UpgradeMe Bid Process allows eligible customers to bid for an upgrade to a premium cabin. Travel agents can assist their customer through the bidding process by following our [UpgradeMe Bid Process Travel Agent Guide](#).

Received this from a colleague? Sign up to Virgin Australia Trade Communications

Agents can easily self-subscribe to Virgin Australia trade communications and newsletters by filling in the subscription form [here](#).

[Sign up](#)

Terms and Conditions

*Cats are not permitted on flights to/from the Gold Coast Airport during the trial period. Virgin Australia may vary its published Pets in Cabin fees at any time. The applicable Pets in Cabin fee will be the price published to you at the time you purchased the service. Fees are per animal, per sector. Pets in cabin services are limited and subject to availability. This service may not be available on all flights. Payment surcharge may apply. Refunds are not permitted for this fee if you cancel your booking or the service, but may be requested for other reasons, including under the Australian Consumer Law. [Pets in Cabin Terms and Conditions apply](#).

¹Neighbour-Free Seating availability may change, due to the purchase of Economy Class fares within the Bidding Window. This may impact the availability of Neighbour-Free Seats on the flight. In the event a Neighbour-Free Seating is unable to be provided on the service, a refund will be provided.

Capitalised terms have the same meaning as the defined terms in the Neighbour-Free Seating Terms of Service.

An Offer, when submitted by a Guest, entitles the person or persons named on the Offer to be considered for a Neighbour-Free Seat. If there are multiple Guests in the Original Booking, the Eligible Guest can only submit one Offer for one Neighbour-Free Seat. Successful Offers will be selected by Virgin Australia in its sole and absolute discretion. The amount of an Offer is not determinative of a successful offer. For full terms and conditions including selection criteria refer to the Neighbour-Free Seating Terms of Service. Virgin Australia reserves the right, in its sole discretion, to decide whether or not an Offer is successful, and makes no representation that any Guest will receive a Neighbour-Free Seat, regardless of whether or not seats are available for which an Offer is made.

Eligible flights may have a range or set price from which you can select the value you want to submit as your Offer. The strength indicator appearing on the bidding page is there to help you determine how strong your Offer is. The gauge is to be used as a guide, not confirmation that your Offer will be successful. An AUD\$2 authorisation hold will be placed on the payment card account used to submit the Offer. (Account) in order to verify the Account is active. This is not a charge and this authorisation hold amount will be removed from the Account when an Offer is either selected as being successful or unsuccessful.

Eligible Guests are only permitted to submit an Offer from the date on which Virgin Australia begins accepting the submission of Neighbour-Free Seat Offers until 2 hours before the scheduled departure of the flight to which an Offer relates (Bidding Window). Eligible Guests may modify or cancel an Offer at any time until the earlier of a) the Eligible Guest's Offer being selected as successful, or b) 2 hours prior to the scheduled departure time of the flight (Cancellation Window). Eligible Guests may submit, modify, or cancel an Offer throughout the link in the email or by accessing the Offer from the Virgin Australia [Neighbour-Free Seat Website](#), prior to the closure of the Bidding or Cancellation Window (as applicable), and provided the Guest has not been charged for the successful Offer.

Read the full [terms and conditions](#).

¹From 1 October 2025, Forever Gold will be introduced as Velocity Frequent Flyer's new Status to recognise long-term loyalty. To be eligible for Forever Gold Status, Velocity members must have a total of 12,000 Status Credits in their 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 in each Benefit Period, unless their Status level 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 at its discretion. Forever Gold is not transferrable to any other member. Forever Gold members will not downgrade below Gold Status. Forever Gold Status will terminate when Velocity membership is terminated by the member or Velocity, including when Velocity becomes aware the member has passed away.

²From 1 October 2025, Platinum Plus will be Velocity Frequent Flyer's highest published Status. 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](#).