



australia

An update from Virgin Australia

This notice is to advise of a planned outage impacting the selling of, servicing and check-in for all Virgin Australia marketed & United Airlines operated services.

This outage is expected to occur between **17:00 and 21:00 AEST on 4 February 2026.**

During this time, technical links between United Airlines and Virgin Australia booking systems will be down, with the following services **unavailable** during the outage period.

- Sale and servicing of Virgin Australia marketed & United Airlines operated flight segments on **all** VA sales channels (including virginaustralia.com and all GDS)
- Sale and servicing of United Airlines operated Velocity Frequent Flyer redemption bookings
- Creating a reservation (issuing new tickets or exchanges)
- Managing existing bookings/flight changes on virginaustralia.com or via the Contact Centre and Agency Helpdesk.
- Baggage through-check and Inter Airline Through Check-in from Virgin Australia to United Airlines
- View & servicing of Virgin Australia ticketed passengers using united.com and mobile app (managing booking, seat selection, advanced check-in)
- Addition and confirmation of Special Service Requests (SSR)

United Airlines & United Express flights are not scheduled to depart during the outage, however, flights enroute to their destination prior to the outage time will continue as scheduled.

Following the outage, we expect systems to gradually return to normal with full functionality restored.

Please contact **Virgin Australia Industry Support** for further information.