



# Updates to Velocity Frequent Flyer Status

## Dear Partners,

We are pleased to announce an enhancement to how your customers can manage their Status with Velocity Frequent Flyer, and an update on how they can upgrade and maintain their Status. These updates will provide a smoother experience for your clients.

## Seamless Status tracking in the Velocity Frequent Flyer App

Your customers can now use the Velocity app or website to easily keep track of their Status milestones and see how they're progressing towards maintaining or upgrading their Status membership level. This includes our new Status levels - Forever Gold<sup>1</sup> and Platinum Plus.<sup>2</sup>

[Check it out](#)

## A simpler way to earn and maintain Velocity Frequent Flyer Status

In October 2024, Velocity Frequent Flyer announced some changes to the way your customers qualify for Status. It was announced that from 1 October 2025, Eligible Sectors would no longer be used. Instead, to upgrade or maintain Status, a minimum number of Status Credits would be required to be earned from eligible Virgin Australia marketed flights flown by your clients.

### What's changing?

Velocity Frequent Flyer are pleased to announce that from 1 October 2025, Eligible Sectors will continue to no longer be used, but the minimum number of Status Credits qualification rule will be expanded to include eligible Virgin Australia operated flights sold by our partner airlines as well.<sup>3</sup>

This means that from 1 October 2025, your clients will be able to earn the minimum number of Status Credits to upgrade or maintain their Status on eligible Virgin Australia marketed and/or Virgin Australia operated flights flown by them.

So when your clients fly on a Virgin Australia aircraft, whether they are flying under a VA flight number or a partner airline flight number, the Status Credits your clients earn will contribute to the minimum Virgin Australia Status Credit eligibility requirement for their Status.

Please encourage your clients to refer to the Velocity Frequent Flyer website for more information and examples.

[Find out more](#)

## Increasing Status Credit earn with select Partner Airlines

In October 2024, Velocity Frequent Flyer announced a change to the number of Status Credits earned when flying with airline partners.

From 1 October 2025, Velocity Frequent Flyer will be increasing the number of Status Credits that your customers will earn on the following eligible Virgin Australia marketed flights compared to our previous announcement:<sup>4</sup>



Singapore Airlines operated flights between Australia and Singapore.



United Airlines operated flights between Australia and the United States.

Please see the Status Credit tables on the Velocity Frequent Flyer website for more information.

[Singapore Airlines](#)

[United Airlines](#)

If you have any questions on these changes, please contact Virgin Australia Industry Support team on **13 67 37**.

### Terms and Conditions

<sup>1</sup>From 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 Virgin Australia marketed and/or Virgin Australia operated flights flown by the member. Status Credits earned through Partner Airline marketed and operated flights, Family Pooling (as a beneficiary), Flybuys, eligible Velocity Points earning credit cards and any other partners will not count towards the minimum balance requirement of Status Credits which must be earned on Virgin Australia marketed and/or Virgin Australia operated flights. 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 level (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 Status will terminate when Velocity membership is terminated by the member or Velocity, including when Velocity becomes aware the member has passed away.

<sup>2</sup>From 1 October 2025, Platinum Plus will be Velocity Frequent Flyer's highest published Status level. 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 Virgin Australia marketed and/or Virgin Australia operated flights flown by the member. Status Credits earned through 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 Virgin Australia marketed and/or Virgin Australia operated flights. 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 be entitled to Platinum membership benefits (excluding Companion Gold) in each Benefit Period and: Highest level of priority and service throughout the travel journey; ability to gift Companion Platinum membership; Utilisation of Complimentary Business Class Upgrades on eligible Virgin Australia domestic and international short haul Flex and Choice fares; Access to Fly Later; Total Checked-in Baggage allowance of 5x 32kg per piece on domestic and short haul Virgin Australia marketed and operated flights (applicable for all fare types that include a baggage allowance which excludes Lite fares); Access to an Australian based Priority phone service; and access to exclusive events and offers throughout the year, subject to availability. Velocity may change Platinum Plus membership benefits at its discretion.

<sup>3</sup>From 1 October 2025, Eligible Sectors will no longer be required to upgrade or maintain your Status level. To be eligible to upgrade into Silver, Gold, and Platinum Status, members must have the required number of Status Credits in their Status Credit balance earned during the previous 365 days, with at least 50% of the Status Credits in their balance earned on Virgin Australia marketed and/or Virgin Australia operated flights flown by the member. To be eligible to maintain Silver, Gold, and Platinum Status, members must have the required Status Credits in their Status Credit balance earned during their Benefit Period, with at least 50% of the Status Credits in their balance earned on Virgin Australia marketed and/or Virgin Australia operated flights flown by the member. 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 Virgin Australia marketed and/or Virgin Australia operated flights flown by the member. 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 Virgin Australia marketed and/or Virgin Australia operated flights flown by the member. Status Credits earned through 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 of Status Credits required to be earned on 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. For more information on how many Status Credits are required, click [here](#). Your Status Credit balance is calculated daily based on the previous 365 days. Your Status Credit balance may fluctuate daily as new Status Credits are earned, and older Status Credits reach the end of their validity period. Your Forever Gold Status Credit balance is calculated separately and includes all Status Credits earned from 1 February 2013 onwards. To view your balances, visit My Velocity.

<sup>4</sup>Status Credits cannot be earned on all fare types. Status Credits can only be earned on eligible flights, marketed, and operated by Virgin Australia and/or a Velocity airline partner. Status Credits accrual is based on single flight segments that consist of individual flight numbers. An itinerary that involves a change in aircraft but retains the same flight number is considered a single flight segment. An itinerary that consists of a change in flight numbers, even if the same aircraft is used for the entire itinerary, is considered two flight segments. Domestic flights booked within an international journey will accrue Status Credits at the earn level for international flights. Members travelling on upgraded fares purchased with Points or any other subsidised means of upgrades on Virgin Australia or our partner airlines will earn Status Credits based on the original purchased fare type.

[Velocity membership Terms and Conditions](#) apply.