

Virgin Australia Trade Newsletter

Hot off the runway

Vanuatu now on sale

Give your customers a reason to pack their bags with up to 40% off* selected flights to Vanuatu! Fares start from \$429* Economy Lite return and \$999* Business return. Sale fares are now available in your GDS.

Hurry, sale ends 7 November 2025.



We're heading to FACTS 2025!

Virgin Australia is proud to be part of the Festival of Aviation Corporate Travel Summit (FACTS), Australia's largest gathering of corporate travel leaders, happening 25–26 November 2025 at ICC Sydney.

[Find out more](#)

Virgin Australia's 2025 Sustainability Report has landed

Virgin Australia recently released its 2025 Sustainability Report – the first since returning to public ownership. The report highlights our progress across key environmental, social and governance areas, and reflects our ongoing commitment to operating responsibly and sustainably.

[Find out more](#)

Upcoming Masterclasses

Topic	Session date & time	Registration
Singapore Airlines Partnership Update <i>LIVE from SYD International Airport</i>	Wednesday 12 November, 12 - 12:30 AEST	Register now
Group Travel Refresher	Thursday 20 November 1pm - 1:30pm AEST	Register now

Policy updates

Changes to carry-on baggage allowance are coming

For travel from **2 February 2026**, Virgin Australia is changing its carry-on baggage allowance, to improve overhead locker management to reduce delays, enhance safety for guests and crew, and give everyone a smoother start to their journey. For more information on the change and frequently asked questions to help you support your customers, check out our carry-on baggage flyer below. You can also find more information on our [website](#) or contact our Industry Support Team.

[Learn more](#)

Update: Payment Surcharge Policy

Our annual payment surcharge reset took place on 23 October 2025. The payment surcharge policy has been updated on the Agency Hub to reflect the new rates for the year ahead. Please refer to our [Payment Surcharge Policy](#) for more information.

Update: Checked baggage pricing

Virgin Australia has increased its additional checked baggage fees by \$5 across all domestic sectors during peak travel periods, effective **28 October 2025**. Peak travel periods include school holidays and the peak summer travel season.

See the applicable dates below:

- 12 December 2025 - 27 January 2026
- 3 April 2026 - 19 April 2026
- 20 June 2026 - 26 July 2026
- 19 September 2026 - 11 October 2026
- 12 December 2026 - 27 January 2027

Off-peak pricing applies to all other travel dates. View checked baggage fees and dates [here](#). For more information, please contact the Virgin Australia Industry Support Team on **13 67 37**.

Product & training

VABF booking tip: Don't forget to add in the correct ABN

To make sure your Virgin Australia Business Flyer (VABF) customers receive their entitled discounts, Velocity Points and benefits and to help you steer clear of Agency Debit Memos (ADMs), follow these two essential booking rules:

1. Always include the account code on all VABF Tickets

- Use account code ACC99 when pricing all Virgin Australia marketed services — this ensures correct discounting and accurate reporting.
- This rule applies even when booking fares that do not attract a VABF discount.

2. Enter a valid ABN in every VABF PNR

- The ABN entered must match the one the customer used to register for the VABF program.
- Be sure to use the correct format for your GDS:
 - Amadeus: OS VA VACC/ABN
 - Galileo: SI.VA*VACC/ABN
 - Sabre: 3OSI VA VACC/ABN

Need support to update or check details to ensure you are using the correct ABN? Contact us at businessflyer@virginaustralia.com or call **1300 246 498**.

Alliances

LINKairways

Sky's the limit with Link Airways and Virgin Australia

Unlock seamless regional travel on the Virgin Australia domestic network by booking Link Airways on a Virgin Australia flight number. Your customers will enjoy a smooth travel experience with through check-in and baggage checked to their final destination. Plus, they'll earn Velocity Points, Status Credits, and enjoy tiered member benefits.

[Learn more](#)

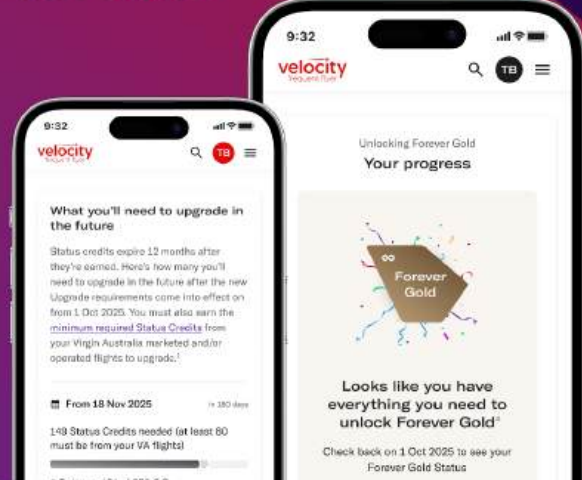
Velocity Frequent Flyer

Forever Gold and Platinum Plus have taken off

See what benefits are available to your customers who are Forever Gold¹, and our new Status level Platinum Plus² on our website. Your customers 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

Where can I find agent guides and educational resources on Virgin Australia's products and services?

Visit our Agency Hub, your one-stop shop for travel information, policies, training guides, and FAQs.

[Visit the Agency Hub](#)

Terms and Conditions

*On sale from 12:01AM AEST 3 November 2025 until 11:59PM AEST 07 November 2025 unless sold out prior for selected one-way and return flights on selected travel dates between 25 November 2025 and 15 September 2026 for Business, Economy Lite and Choice fares only. Travel periods apply and fares are subject to availability. The \$429 fares departing Brisbane to Vanuatu are for travel from 25 November 2025 until 11 December 2025 and from 06 January 2026 until 26 March 2026 and from 15 April 2026 until 25 June 2026 and from 21 July 2025 and 15 September 2026. Price is based on a return Economy Lite fare booked through GDS provider. The \$999 fares departing Brisbane to Vanuatu are for travel from 06 January 2026 until 26 March 2026 and from 15 April 2026 until 25 June 2026 and from 21 July 2025 and 15 September 2026. Price is based on a return Business fare booked through GDS provider. Seats are limited and may not be available at peak times or on all flights. Payment surcharge may apply. Seat selection and checked baggage are not included in Economy Lite fares. Economy Lite fares are not recommended if you require flexibility with your travel as cancellations are not permitted and you may need to pay a fee and any fare difference to make a change. For other fare types, a fee and fare difference may be payable for changing or cancelling your booking. See Virgin Australia's [Domestic fees page](#) or [International fees page](#) for details. Refunds are not permitted for Economy Lite and Choice fares if you cancel your booking. You may also request a refund for other reasons, including under the Australian Consumer Law. Check your fare rules for more information. Some flights may be operated by a partner airline. Full terms and conditions at www.virginaustralia.com.

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 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.

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 Flights 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](#).