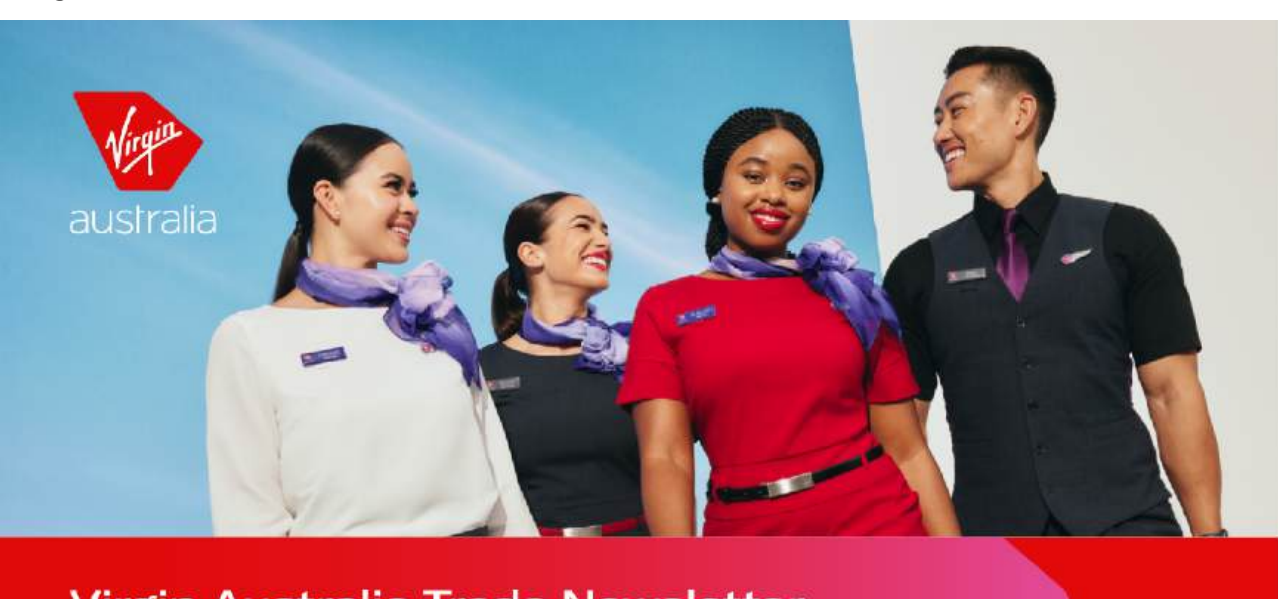


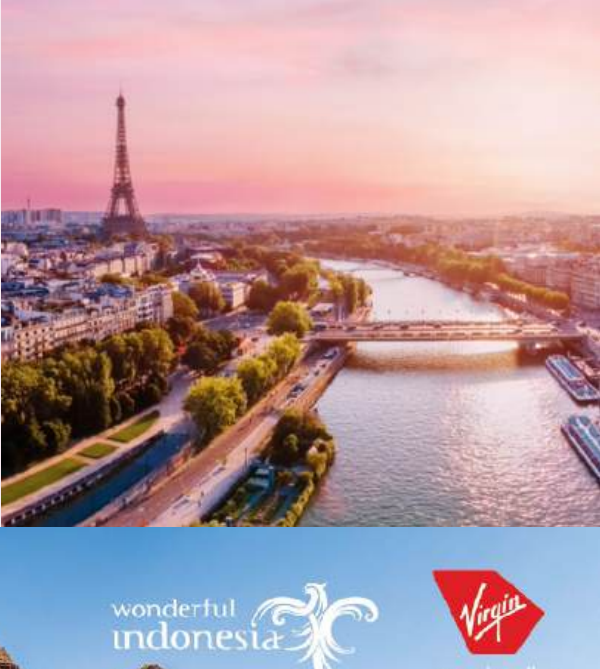


Virgin Australia Trade Newsletter

Hot off the runway

Up to 17% off* selected flights to Europe via Doha

Don't let 2025 pass you by! There's still time to turn your customers' European dreams into reality with Virgin Australia and Qatar Airways. Book before 22 September 2025 for selected travel between 26 October – 25 November 2025 and 29 January – 9 July 2026. Sale fares now available in your GDS.



Last chance to win a spot of our agent famil trip!

It's your last chance to win one of five spots on an exclusive hosted agent famil trip to Bali and Labuan Bajo happening this October 2025*, thanks to Virgin Australia and Wonderful Indonesia. For your chance to be in the running to win, simply issue at least one eligible Virgin Australia flight ticket (one way or return) departing from Australia to or via Denpasar, Bali (excluding group bookings and infant tickets) on 795 stock, between 1 August and 7 September 2025 (Promotion Period)†. Eligible Bookings must include in the OSI entry 'Agent Full Name' (Code) in the PNR at time of booking.

Hurry, promotion ends 7 September 2025.

[Learn more](#)

Upcoming Masterclasses

Topic	Session date & time	Registration
Qatar Airways Partnership Update	17 September 2pm - 2:30pm AEST	Register now
Virgin Australia Masterclass: ADM's & Common Questions	22 October 2pm - 2:30pm AEST	Register now

Policy updates

Prepaid baggage price increase

Effective 18 September 2025, Virgin Australia will implement a \$2.00 increase on prepaid baggage fees across many Domestic and Short Haul routes. Please refer to your GDS for specific fare details and route applicability.

Golden rules when booking Virgin Australia Business Flyer fares

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:

- 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.
- 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**.

[Find out more](#)

Product & training

Help your SME clients unlock benefits

We're excited to share that Virgin Australia Business Flyer is now live with a fresh new campaign, supporting our proof points: Value, Rewards and Earn-on-Partners!

If your SME customers were Business Flyer people, they'd be enjoying exclusive fares, priority boarding, and a latte in the lounge before takeoff.

So let's make it happen. Have your people talk to our people – and help your SME clients unlock the benefits of Virgin Australia Business Flyer today. It's free to join, and the perks start from the first flight.

[Find out more](#)

New look, who dis? Check out the revamped Agency Hub!

The Virgin Australia Agency Hub has had a glow-up, and we'd love to hear what you think. Check it out below.

If you have any feedback or suggestions for enhancements you'd like to see in the Hub, please share them via our [feedback form](#). Your input helps us continue to improve and support your needs.

[Visit the Agency Hub](#)

Stretch further

With up to 40% more legroom, your customers can experience wonderful onboard with Economy X.



Extra leg room

Up to 40% more leg room, so you can stretch those wonderful legs of yours.



Priority Boarding

To skip the queue with Priority Boarding†.



Priority Check-in

You can enjoy Priority Check-in on international flights†.



Preferred overhead lockers

Keep your travel essentials nearby with preferred overhead locker space.

Economy X is available on all domestic and international flights.

Alliances

Interline selling now live to Maldives and Taipei via Singapore Airline

Virgin Australia launches interline selling on Singapore Airlines to the Maldives and Taipei. Book VA marketed, SQ operated between Australia and Singapore, followed by SQ prime between SIN and MLE/TPE on a Virgin Australia ticket. Available to sell now via your GDS.

Velocity Frequent Flyer

Help your customers get to rewards *Fast*

Your customers can join Velocity Frequent Flyer for free and start earning Velocity Points¹ and Status Credits² when they fly with Virgin Australia and our network of partners. If your customers are Velocity members, don't forget to **add their Velocity number to their bookings** so they can enjoy all of the benefits available.

[Learn more](#)

FAQs and Troubleshooting

Virgin Australia and Qatar Airways Partnership (VAI-29) FAQs

Check out our new FAQs below on Virgin Australia and Qatar Airways flights to Doha (VAI-29).

[Read here](#)

GDS system seating issues resolved

The seating issues that were affecting the Amadeus and Galileo GDS systems have now been resolved. If you are still experiencing any issues, contact the Virgin Australia Industry Support team at **13 67 37** or email va.agentshelpdesk@virginaustralia.com.

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

*Fares on sale from 12:01am AEST 4 September 2025 to 11:59pm AEST 22 September 2025, unless sold out prior. For travel on selected dates between 26 October – 25 November 2025 and 29 January – 9 July 2026 (inclusive), blackout periods apply. Sale fares are for return Economy Choice and Business fares booked on virginaustralia.com, on flights operated by Qatar Airways, from Sydney, Brisbane, Melbourne, Perth, Canberra and Adelaide, to selected European destinations via Doha. Sale destinations include Amsterdam, Barcelona, Berlin, Paris, Dublin, Rome, Istanbul, London (Gatwick), London (Heathrow) and Manchester. Discount applies to base fares only and excludes surcharges. Seats are limited and may not be available at peak times or on all flights. Return fares may vary with the addition of local taxes and charges or due to currency fluctuations. Payment surcharge, seasonal and weekend surcharges may apply. Fare inclusions (like different baggage allowances) and change and cancellation fare rules will be different depending on the airline operating your flight. See Virgin Australia's fares pages for information about fees and charges you may incur when you change or cancel your fare operated by a partner airline (<https://www.virginaustralia.com/au/en/travel-info/flying-with-us/fare-types/international-fares/partner-fares/>). You may also request a refund for other reasons, including under the Australian Consumer Law. Check your fare rules for more information. Full T&Cs at www.virginaustralia.com.

†Competition starts at 9:00am AEST on 1 August 2025 and ends at 23:59pm AEST on 7 September 2025 (Promotional Period). To enter the Promotion, Participants must issue at least one ticket for eligible flights on Virgin Australia (795 ticket stock) departing from Australia to or via Denpasar, Bali (excluding group bookings and infant tickets), with the Code included in the PNR. One entry will be awarded to a Participant for each Eligible Booking the Participant makes during the Promotional Period. T&Cs apply, view at <https://www.virginaustralia.com/content/dam/vaa/documents/agency-hub/policies/Virgin-Australia-Industry-Bali-Trade-Incentive-Terms-and-Conditions.pdf>.

*Not all product benefits are available at all airports. Where some of the product features are not available or utilised by you, you are not entitled to a refund unless otherwise specified in the Economy X terms and conditions. Economy X is only available on flights operated by Virgin Australia and Virgin Australia International. See full [Economy X Terms and Conditions](#).

¹Velocity members can earn Velocity Points on eligible flights with Virgin Australia and other airline partners. Earn rates and eligibility criteria changes for each airline partner. Find out more about our [airline partners](#).

²Status 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. [Velocity Terms and Conditions apply](#).