



Virgin Australia Trade Newsletter

Hot off the runway



Your chance to win a Bali & Labuan Bajo Agent experience

Virgin Australia, in collaboration with Wonderful Indonesia, are giving you the opportunity to win 1 of 5 spots on an exclusive hosted agent famil trip to Bali and Labuan Bajo happening this October 2025!^{*}

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. Click 'Learn more' below for how to enter.

The prize will be awarded to the top 5 agents with the most eligible tickets issued during the Promotion Period. Winners will receive:

- A place on a fully hosted agent famil trip from 27 October until 2 November 2025
- Return Economy Class flights from Adelaide, Brisbane, Melbourne or Sydney to Bali (Denpasar)
- Return Economy Class flights from Bali (Denpasar) to Labuan Bajo
- Four nights' accommodation in Bali
- Two nights' accommodation on LOB at Labuan Bajo
- Special in-destination experiences, hosted by Wonderful Indonesia

Hurry, promotion ends 7 September 2025!

[Learn more](#)

Vote for us!

The 2025 National Travel Industry Awards (NTIA) will be held at The Star in Brisbane on Saturday, 18 October 2025, celebrating the travel industry's achievements. We're thrilled to be nominated for **Most Popular Airline – Online, Most Outstanding Sales Executive – Air (Bree Crane)** and **Most Outstanding Marketing Campaign**. Industry voting is now open and will close this Friday, 8 August 2025. Congratulations to all the nominees, and we look forward to a wonderful event.

[Vote now](#)



Policy updates

Overweight Baggage Fee Update

Virgin Australia is increasing its overweight baggage fee from \$60 to \$65 for Virgin Australia operated domestic flights booked on or after 20 August 2025.

Change and Cancel Fee Update

Virgin Australia is increasing the current change and cancel fees from \$99 to \$109 for selected Economy fares on Virgin Australia operated domestic and international short haul flights, booked on or after 26 August 2025.

For bookings made prior to this date, the original fees will be retained for the first change, name change or cancellation of the booking. Any subsequent changes will be subject to the new fees.

Product & training

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:

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: SILVA*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**.

[Learn more](#)

Upcoming Masterclasses

Topic	Session date & time	Registration link
United Airlines Partnership Update	20 August 2pm - 2:30pm AEST	Register now
Virgin Australia Masterclass: ADM's & Common Questions	27 August 2pm - 2:30pm AEST	Register now
Qatar Airways Partnership Update	17 September 2 - 2:30pm AEST	Register now

Alliances

Seeing the world starts with us

Did you know Virgin Australia's codeshare agreements can take your customers to over 175 destinations worldwide? Explore our handy Agent Guide to learn more about our codeshare partners and the exciting destinations we serve together.

[View guide](#)

Velocity Frequent Flyer

Velocity Status benefits in the air and on the ground

Your travellers can take advantage of Velocity benefits on the new flights between Australia and Doha (VAI-29) when they add their Velocity number to their booking prior to check-in. All Velocity members get onboard Wi-Fi and a Dine on Us voucher², while higher Status members enjoy International lounge access¹ plus Priority Check-In and Boarding³, and more.

Benefit	Red	Silver	Gold	Platinum
International lounge access¹			✓	✓
Onboard Wi-Fi	✓	✓	✓	✓
Dine on Us²	✓	✓	✓	✓
Priority Check-in³		✓	✓	✓
Priority Boarding and Baggage³			✓	✓
Advance seat selection⁴	Discounted	Discounted	✓	✓
Additional baggage allowance⁵			✓	✓
Reward seats⁶	Velocity reward seats are available, starting at 42,000 Velocity Points for an Economy Reward Seat PER > DOH, plus taxes and fees.			

[Learn more](#)

FAQs

How do I add an Economy X, Preferred Seat selection or Standard Seat selection to a customer's booking?

Economy X, Preferred Seat selection or Standard Seat selection can be purchased at the time of booking or prior to departure (subject to availability). Guests can request these products either by contacting their travel agent, via "Manage My Booking" or "Online Check-in", or by calling the Virgin Australia Guest Contact Centre. For more information on the Economy X, Preferred Seat or Standard Seat products, please refer to our [Virgin Australia Seating FAQs](#).

What fare types is UpgradeMe Premium Bid upgrades permitted on?

UpgradeMe Premium Bid upgrades are permitted on:

- Fares issued on Virgin Australia (795) ticket stock for flights marketed and operated by Virgin Australia
- Lite, Choice and Flex fares (Domestic, and International Short Haul) BT/IT tickets
- Published/Corporate and Wholesale Fares
- Itineraries with flights using our Interline partners but only on the VA marketed and operated segment

Learn more on our Upgrade Me Premium Bid Process [here](#).

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

^{*}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 [here](#).

¹International Lounge Access: Virgin Australia & Qatar Airways Business Class passengers (all except Qatar Airways Business Class Lite passengers) flying between Australia and Doha (and beyond) have lounge access in Australia via Qatar Airways owned and operated lounges and 3rd party partner lounges and can access the Al Mourjan Business Lounge "The Garden" in Doha. Business Class (Lite) and Economy Class passengers can purchase Al Mourjan Business Lounge access subject to availability. Velocity Platinum and Gold members travelling on a flight operated by Qatar Airways (including Virgin Australia flights operated by Qatar Airways with a VA flight number between Australia and Doha) who are travelling on an eligible Economy Class fare, have access to other Qatar Airways owned and operated and 3rd party partner lounges. For more information, please visit the [Qatar Airways partner page](#) on the Velocity website.

²Dine on Us: Velocity Frequent Flyer members or Qatar Airways Privilege Club members will each receive a USD\$20 food and beverage voucher (Voucher) to redeem for food or drinks (excluding alcohol) at one of over 50 food outlets at Hamad International Airport, Doha when travelling on Virgin Australia's services between Australia and Doha (VAI-29). Passengers travelling on these services (including children) need to add their Velocity or Privilege Club membership number to their booking, prior to departure of their flight to or from Australia, in order to link this Voucher to their boarding pass. Members are not able to claim this Voucher any other way. To redeem this Voucher, the member must present their boarding pass at one of the selected food outlets at the point of transaction. Only one Voucher can be used per transaction. Vouchers cannot be combined with other members' Vouchers. If a member's transaction exceeds the value of the Voucher, the member must pay the remaining balance by cash or card. Vouchers cannot be used at the following outlets: Starbucks, Joe the Juice, Lavita, W Hotel Cafe, Louis Vuitton Lounge and Last Call. To view the full list of eligible outlets visit the Velocity Frequent Flyer website [here](#). This Voucher is non-refundable, single use only and cannot be used in parts nor exchanged for cash.

³Priority Check In and Boarding: Please ensure your Velocity number is in the booking prior to check-in and you download the Velocity Frequent Flyer App as a valid virtual or physical membership card to be presented to attain benefits. This offer, Velocity membership and Points earn are subject to the [Velocity Membership Terms and Conditions](#) as amended from time to time.

⁴Advance Seat Selection: Discounts will only be available for the Red or Silver Velocity member on a booking (not including other passengers). Your Velocity membership number must be entered into your booking (or quoted to Contact Centre staff) prior to purchasing advance seat selection. Seat selection is available up to three days before a flight's scheduled departure. Seat selection for new bookings or seat changes within 3 days of scheduled departure can only be requested at check-in, at the airport. The amount payable for advance seat selection will be quoted to you at the time of purchase, and will be inclusive of any discounts. Any discount available will be based on your Velocity membership level at the time you purchase advance seat selection. Gold and Platinum members will be eligible for complimentary advance seat selection (standard, preferred or extra leg room) for themselves and up to 8 accompanying guests on the same booking (excluding group bookings). Any advance seat selection is subject to terms and conditions.

⁵Additional Baggage: For travel to/from the Americas: Gold members will receive one piece of additional checked baggage of up to 23kg when travelling in Economy Class or up to 32kg when travelling in Business Class on Qatar Airways operated flights (with a VA or QR number). Platinum members will receive two pieces of additional checked baggage of up to 23kg when travelling in Economy Class or up to 32kg when travelling in Business Class on Qatar Airways operated flights (with a VA or QR flight number).

For travel to/from Africa: If you have booked a Qatar Airways operated flight with a VA flight number, Gold members will receive an additional checked baggage allowance of up to 20kg when travelling in Economy Class or Business Class. Platinum members will receive an additional checked baggage allowance of up to 25kg when travelling in Economy Class or Business Class. If you have booked a Qatar Airways operated flight with a QR flight number, Gold members will receive one piece of additional checked baggage of up to 23kg when travelling in Economy Class or up to 32kg when travelling in Business Class. Platinum members will receive two pieces of additional checked baggage of up to 23kg when travelling in Economy Class or up to 32kg when travelling in Business Class.

For travel to/from other international destinations: Gold members will receive an additional checked baggage allowance of up to 20kg when travelling in Economy Class or Business Class on Qatar Airways operated flights (with a VA or QR flight number). Platinum members will receive an additional checked baggage allowance of up to 25kg when travelling in Economy Class or Business Class on Qatar Airways operated flights (with a VA or QR flight number).

⁶Reward seats: Based on the one-way International Reward Seat fare on Virgin Australia flights operated by Qatar Airways for the advertised route. The Reward Seat base fare is payable in Velocity Points, and taxes, fees and carrier charges are payable in addition to Velocity Points redeemed for the base fare. Taxes, fees and carrier charges can be paid in cash or by redeeming Velocity Points. Reward Seats are limited and may not be available at peak times or on all flights. Reward Seat bookings must be made on the Virgin Australia website by selecting "Use Points". Reward Seats and associated charges are not eligible for Points earn. Payment surcharge may apply. You can change or get a refund for your booking by paying a fee and any fare difference, at least 24 hours before scheduled departure. Any voluntary changes by members for Reward Seats with international partner airlines will require cancellation and rebooking via a new ticket. If applicable, the original ticket will be refunded. You may also request a refund for other reasons, including under the Australian Consumer Law. View the Velocity Reward Seat fare rules for more information. Virgin Australia flights between Australia and Doha (VAI - VA29) will be operated by Qatar Airways. Different baggage allowances and conditions may apply to these flights. Full terms and conditions at velocityfrequentflyer.com.