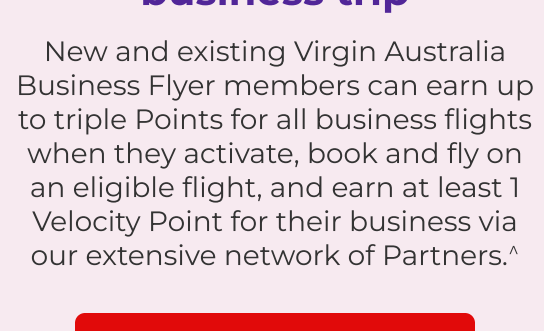




Virgin Australia Trade Newsletter

Hot off the runway



The choice is yours - the bonus is on us

If your customers are Velocity members, they're going to want to take advantage of this. Customers can earn more Velocity Points or boost their Status Credits balance, from 3 June to 13 June, the choice (and the bonus) is in their hands.*

[Learn More](#)

Plus, triple dip on your business trip

New and existing Virgin Australia Business Flyer members can earn up to triple Points for all business flights when they activate, book and fly on an eligible flight, and earn at least 1 Velocity Point for their business via our extensive network of Partners.*

[Learn More](#)



Record on time performance result

Virgin Australia has achieved its best monthly departure on time performance over the past two years, with 84.4% of flights departing on time in April 2025, according to data by the Bureau of Infrastructure and Transport Research Economics (BITRE). Virgin Australia remains the most reliable major Australian carrier this year, taking out the top spot in three of the four months*.

[Read more](#)

Policy updates

Updated Name Change Policy

The new General Booking and Ticketing Policy has seen the removal of the separate name change fee requirement, giving your travellers even more flexibility without the fees. When processing a name change on eligible tickets, simply:

- Calculate any fare/tax difference between the original and new fare
- Apply the reissue fee (if applicable as per the fare rules)
- No additional name change fee is required

This update is reflected in the GDS fare rules. For further details, please see section 5.4 Name Changes in the [Virgin Australia General Booking and Ticketing Policy](#). For further information on the conditions, benefits and inclusions of our fare brands, please visit: [Fare types](#).

Product & training

Change happens - Flex with it

Virgin Australia Flex fares are often just a small step up from Choice fares, giving your customers the freedom to change plans for just the fare price difference*. Now that's what we call smart travel.

Why Flex fares are great value

on Virgin Australia operated flights

Choice¹

Flex²

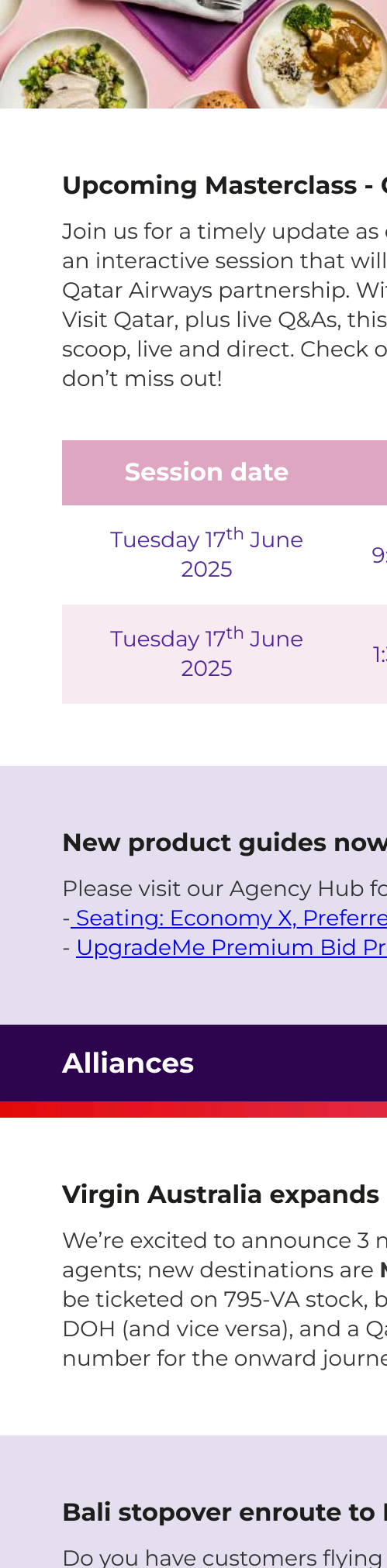
Change your flight	\$99 fee plus fare difference	No fee plus fare difference
Change a name	\$99 fee plus fare difference	No fee plus fare difference
Cancel your flight for a travel credit ^A	\$99 fee	No fee
Cancel your flight for a refund	Loss of fare	\$99 fee
Eligibility for Fly Ahead ^B	Velocity Platinum	Velocity Gold & Platinum

Purchase a Flex fare and keep your travel plans flexible. See more information about our fare types here:

[Domestic Fares](#)

[International Fares](#)

Change and cancellation fees and fare difference are not payable where you are entitled to a refund or alternative flight under the Australian Consumer Law. Additional terms and conditions apply.



Our new winter menu serving up global flavours

Virgin Australia has launched a refreshed winter menu across Economy and Business Class, set to take tastebuds on a culinary journey around the world. Economy guests can enjoy new options like creamy Spinach & Ricotta Tortellini and classic Aussie favourites, while Business Class guests, will be offered premium dishes such as Japanese soba noodles with grilled chicken and chickpea masala with herbed rice.

This update is part of Virgin Australia's broader investment in customer experience, which also includes digital receipts for onboard and industry-first baggage tracking.

[Learn more](#)

Upcoming Masterclass - Qatar Airways and Visit Qatar

Join us for a timely update as our inaugural flights to DOH take to the skies with an interactive session that will bring you up to speed on the Virgin Australia and Qatar Airways partnership. With expert guest speakers from Qatar Airways and Visit Qatar, plus live Q&As, this is your exclusive opportunity to get the inside scoop, live and direct. Check out the session details below and register now – don't miss out!

Session date	Session time	Registration link
Tuesday 17 th June 2025	9:00am – 9:30am AEST	Register now
Tuesday 17 th June 2025	1:30pm – 2:00pm AEST	Register now

New product guides now available

Please visit our Agency Hub for our new travel agent guide and FAQs:
[-Seating, Economy X, Preferred Seat and Standard Seat FAQs](#)
[- UpgradeMe Premium Bid Process guide](#)

Alliances

Virgin Australia expands interline selling on Qatar Airways

We're excited to announce 3 new interline destinations now bookable by travel agents; new destinations are **Malta**, **Damascus** and **Kigali**. The itineraries can be ticketed on 795-VA stock, booked using a VA flight number operated by Qatar DOH (and vice versa), and a Qatar Airways operated and marketed flight number for the onward journey.

Bali stopover enroute to Europe

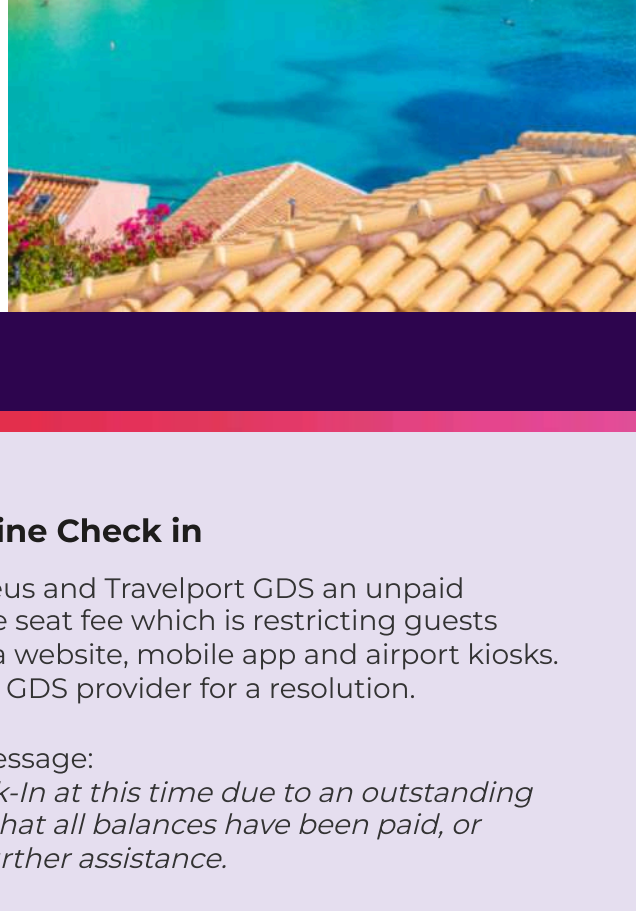
Do you have customers flying ex SYD, MEL or BNE to Europe wanting a Bali stopover? We've got them covered. Just book a Virgin Australia operated and marketed flight to Denpasar, followed by a VA flight number operated by Qatar Airways onwards to Europe and ticket on 795-VA stock.

Velocity

Earn Points and perks with Velocity's airline partners

Simply add your customers Velocity number to an eligible booking before they fly to earn Velocity Points, Status Credits and unlock tiered member perks like priority boarding and lounge access.[#]

[Explore Partners](#)



Troubleshooting

GDS Seating Issue impacting online Check in

When seats are pre-selected via Amadeus and Travelport GDS an unpaid amount of AUD0.00 is displaying for the seat fee which is restricting guests from checking in via the Virgin Australia website, mobile app, or airport kiosks. We are working in partnership with our GDS provider for a resolution.

Guests are receiving the below error message:
Error! We are unable to complete Check-In at this time due to an outstanding charge on your booking. Please check that all balances have been paid, or contact our Guest Contact Centre for further assistance.

As an interim fix you can issue an AUD0.00 EMD or seat selection can be facilitated through the Virgin Australia website, mobile app, or by calling through to the Virgin Australia industry support team on 13 67 37.

FAQs

How can customers who've booked on a VA*NZ codeshare pre-book their seats?

Customers can pre-book their seats by using the Air New Zealand record locator found within their Virgin Australia booking. Simply visit the Air New Zealand website and enter the NZ record locator to manage your seat selection. Airline partner exclusions and terms and conditions apply.

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

*Pick Your Bonus Terms and Conditions

To be eligible for the Pick Your Bonus promotion (Offer) you must: (1) Choose your bonus via the Benefit Selector through the Pick Your Bonus Offer landing page between 12.01am AEST 3 June 2025 and 11.59pm AEST 13 June 2025 inclusive (Promotion Period); (2) Offer activation, book and ticket an Eligible Flight during the Promotion Period and enter your valid Velocity membership number at the time of booking; and (3) complete travel on an Eligible Flight. An Eligible Flight is a Domestic, Trans-Tasman or International Short Haul flight marketed and operated by Virgin Australia flown between 12.01am AEST 3 June 2025 and 11.59pm AEST 29 April 2026 inclusive. Tickets purchased on codeshare services marketed or operated by partner airlines or Virgin Australia operated flights combined in the same booking as a partner or non-partner operated flight are not eligible for this Offer. Eligible members can only choose one benefit as part of the Offer and once chosen cannot be changed.

Double Velocity Points Option T&C's

To be eligible for the double Velocity Points promotion (Offer) you must: (1) Activate the Offer via the Benefit Selector through the Pick Your Bonus Offer landing page between 12.01am AEST 3 June 2025 and 11.59pm AEST 13 June 2025 inclusive (Promotion Period); (2) Offer activation, book and ticket an Eligible Flight during the Promotion Period and enter your valid Velocity membership number at the time of booking; and (3) complete travel on the Eligible Flight booked during the Promotion Period. An Eligible Flight is a Domestic, Trans-Tasman or International Short Haul flight marketed and operated by Virgin Australia flown between 12.01am AEST 3 June 2025 and 11.59pm AEST 29 April 2026 inclusive and booked and ticketed in a fare class that normally accrues Velocity Points. Velocity Points cannot be earned on Velocity Reward Seat bookings. Tickets purchased on codeshare services marketed or operated by partner airlines or Virgin Australia operated flights combined in the same booking as a partner or non-partner operated flight are not eligible for this Offer. The Offer is for new Eligible Flights booked and ticketed during the Promotion Period, and changes to existing bookings made prior to the Promotion Period are not eligible. Velocity members will only be eligible for this Offer on base Velocity Points earned at the standard earn rate of four (4) Velocity Points per \$1 of eligible spend. Silver, Gold and Platinum members will earn their tier bonus Velocity Points separately. Silver, Gold, and Platinum members also earn a Points bonus in addition to the Base Points earned at the standard earn rate of four (4) Points per \$1 of eligible spend with Virgin Australia. Silver, Gold and Platinum members will receive additional Velocity Points as follows:

- Silver members will receive an additional 50% of Base Points earned;
- Gold members will receive an additional 75% of Base Points earned; and
- Platinum members will receive an additional 100% of Base Points earned.

The Points bonus does not apply to Economy Lite fares. Base Points refers to the minimum number of Points that can be earned for an eligible activity or transaction by a paid member, before the double Points bonus is applied. A Velocity member who has earned Points on spend with an eligible Velocity Points earning credit card within the 12 months prior to flying with Virgin Australia or Link Airways will earn five (5) Base Points per \$1 spent on the All-Inclusive Fare when flying on a Virgin Australia operated flight with a VA flight number, or a Link Airways operated flight with a VA flight number. Velocity members who do not hold an eligible Velocity Points earning credit card within the 12 months prior to flying with Virgin Australia or Link Airways will earn four (4) Base Points per \$1 spent. You should allow up to four (4) weeks after satisfying the above eligibility criteria for the bonus Velocity Points to be allocated. [Velocity membership Terms and Conditions apply](#).

Double Status Credits Option T&C's

To be eligible for the Double Status Credits promotion (Offer) you must: (1) Activate this Offer via the Benefit Selector through the link contained in this email between 12.01am AEST 3 June 2025 and 11.59pm AEST 13 June 2025 inclusive (Promotion Period); (2) after Offer activation, book and ticket an Eligible Flight during the Promotion Period and enter your valid Velocity membership number at the time of booking; and (3) complete travel on the Eligible Flight booked during the Promotion Period. An Eligible Flight is a Domestic, Trans-Tasman or International Short Haul flight marketed and operated by Virgin Australia flown between 12.01am AEST 3 June 2025 and 11.59pm AEST 29 April 2026 inclusive and booked and ticketed in a fare class that normally accrues Status Credits. For more information on Status Credits, [click here](#). Tickets purchased on codeshare services marketed or operated by partner airlines or Virgin Australia operated flights combined in the same booking as a partner or non-partner operated flight are not eligible for this Offer. The promotion is for new Eligible Flights booked and ticketed during the Promotion Period, and changes to existing bookings made prior to the Promotion Period are not eligible. Status Credits cannot be earned on Velocity Reward Seat bookings. Bonus Status Credits will be applied to the originally purchased fare class. Any upgrades (other than payment of a full commercial fare) will not attract bonus Status Credits. Eligible Flights that satisfy the above eligibility criteria are eligible to earn double Status Credits than the Status Credits that would normally be earned for that flight and fare class. There is no limit on the number of times this Offer can be redeemed. Where multiple guests are listed on the same booking, only those guests who satisfy the above eligibility criteria are eligible for this Offer. You should allow up to four (4) weeks after satisfying the above eligibility criteria for the bonus Status Credits to be allocated. [Velocity membership Terms and Conditions apply](#).

*Promotion is valid from 12.01am AEST 2 June 2025 to 11.59pm AEST 31 July 2025 (inclusive) (Promotion Period).

For your business to earn double Velocity Points on Eligible Flights:

If your business is not currently a member of Virgin Australia Business Flyer, for your business to earn double the amount of Velocity Points per Eligible Flight, the business must, during the Promotion Period:

1. Apply and be approved for a new Virgin Australia Business Flyer membership; and
2. Book and fly on the Eligible Flight.

If your business is currently a member of Virgin Australia Business Flyer, for your business to earn double the amount of Velocity Points per Eligible Flight, the business must, during the Promotion Period:

1. Activate this offer through the activation link contained [here](#); and
2. Book and fly on the Eligible Flight.

For your business to earn triple Velocity Points on Eligible Flights:

If your business is not currently a member of Virgin Australia Business Flyer, for your business to earn triple the amount of Velocity Points per Eligible Flight, the business must, during the Promotion Period:

1. Apply and be approved for a new Virgin Australia Business Flyer membership;
2. Book and fly on the Eligible Flight; and
3. Earn at least one (1) Velocity Point for your business through an Eligible Virgin Australia Business Flyer Partner.

If your business is currently a member of Virgin Australia Business Flyer, for your business to earn triple the amount of Velocity Points per Eligible Flight, the business must, during the Promotion Period:

1. Activate this offer through the activation link contained here;
2. Book and fly on the Eligible Flight; and
3. Earn at least one (1) Velocity Point for your business through an Eligible Virgin Australia Business Flyer Partner.

An Eligible Flight is:

1. A one-way domestic or short haul international flight marketed and operated by Virgin Australia, with a VA flight number, booked through [virginaustralia.com](#) adding their ABN number to the booking before travel, the Virgin Australia Business Flyer booking portal or via the member's nominated Travel Management Company; and
2. Ticketed during the Promotion Period in a fare class that normally accrues Velocity Points for the business (excludes Lite fares).

Reward Seat bookings, and codeshare services marketed or operated by partner airlines are not Eligible Flights for this offer.

An Eligible Virgin Australia Business Flyer Partner is:

1. Car Hire and Rideshare: DIDI, Thrifty, Europcar;
2. Cards, Payments and Transactions: Archy, pay.com.au, Snip, Nuvel, Yak Pay;
3. Banking and Loans: Moneytech;
4. Everyday Business: Hungry Hungry, Trikon, ENGIE, and excludes airline partners.

Bonus Velocity Points for the business (double or triple Points per Eligible Flight) are calculated on the standard volume of Velocity Points accrued per Eligible Flight. These bonus Points are awarded to the Virgin Australia Business Flyer account up to 6 weeks after the end of the Promotion Period. [Virgin Australia Business Flyer](#) and [Velocity membership terms and conditions](#) apply.

*Major Australian airlines include Virgin Australia, Qantas, Jetstar. Data according to [BITRE's March 2025 report](#).

Domestic Choice Fare: Additional fees, advance purchase and charges for optional products and services may apply. Seats are limited and may not be available at peak times or on all flights. Payment surcharge may apply. You can change or cancel your booking to travel credit by paying a fee and any fare difference. See Virgin Australia's [Domestic Fares page](#) for details. Refunds are not permitted for this fare if you cancel your booking, but may be requested 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 T&Cs at [www.virginaustralia.com](#).

Domestic Flex Fare: Additional fees, advance purchase and charges for optional products and services may apply. Seats are limited and may not be available at peak times or on all flights. Payment surcharge may apply. You can change or cancel your booking by paying a fee and any fare difference. See Virgin Australia's [Domestic Fares page](#) for details. Refunds are permitted for a fee if you cancel this booking. You may 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 T&Cs at [www.virginaustralia.com](#).

[#]Velocity Points and Status Credit earn and other partner benefits vary for each airline partner. Partner benefits are based on your Velocity membership level. [Velocity membership Terms and Conditions apply](#). Airline partner exclusions and terms and conditions apply. Check the individual airline partner's webpage on the Velocity website for more information.