



Virgin Australia Trade Newsletter

Hot off the runway



Virgin Australia sets new reliability record for its on-time performance in May

Virgin Australia has achieved the best monthly on-time departure performance (OTP) out of the major Australian airlines* with 86.9% of its scheduled domestic flights departing on time in May, according to results released by the Bureau of Infrastructure and Transport Research Economics (BITRE). Virgin Australia also led the major Australian airlines for scheduled domestic flight completion rates at 99.2%, with fewer than one per cent of its flights cancelled during May.

[Read more](#)



Virgin Australia begins trading on the ASX

Virgin Australia Holdings Limited (Virgin Australia) has landed at the Australian Securities Exchange (ASX), listing under the ticker code VGN and marking a major milestone in the company's transformation and growth.

The A\$685 million Initial Public Offering (IPO) represents 30.2% of shares on issue, with the remainder retained by the pre-existing ownership group including Bain Capital, Qatar Airways Group, Virgin Group and Queensland Investment Corporation. Shares were offered at A\$2.90, giving Virgin Australia a market capitalisation of approximately A\$2.3 billion based on the offer price.

[Read more](#)

Product & training

Upcoming Masterclasses

Topic	Session date & time	Registration link
Air New Zealand Partnership Update	29 th July 2pm - 2:30pm AEST	Register now
United Airlines Partnership Update	20 th August 2pm - 2:30pm AEST	Register now
Qatar Airways Partnership Update	17 th September 2 - 2:30pm AEST	Register now

Seat selection on Virgin Australia's Doha flights operated by Qatar Airways

Guests travelling on Virgin Australia flights between Australia and Doha (VAI-29) in Economy Flex or Business Class, or those who are Velocity Platinum or Gold members, are eligible for complimentary seat selection. Please note that seat selection is unavailable within 3 days of the scheduled departure date of your customer's flight. If the customer hasn't selected a seat before this time, one will be automatically assigned to them. Seat selection on these flights will be subject to [terms and conditions](#).

Seat selection on Virgin Australia codeshare flights with Qatar Airways

If you have customers travelling on Virgin Australia codeshare flights on the Qatar network, you will need to register with the Qatar Trade portal to be able to select seats for your customers prior to their departure. The Qatar Airways Trade Portal is your one-stop platform with a host of self services - [register today](#).

Virgin Australia wins double recognition at 2025 Skytrax World Airline Awards

Virgin Australia has scooped up two prestigious accolades at the 2025 Skytrax World Airline Awards in Paris, taking home awards for Best Airline Staff Service in Australia/Pacific and Best Regional Airline in Australia/Pacific. The award for Best Airline Staff Service in Australia/Pacific recognises the quality of airline service across both airport and onboard experiences. This recognition reflects the service provided by Virgin Australia's team at every touchpoint in the customer journey.

[Read more](#)

Alliances

Virgin Australia expands codeshare selling on Qatar Airways

We're excited to announce MLA (Malta) and KGL (Kigali), HRE (Harare) and LUN (Lusaka) as new codeshare destinations now bookable by travel agents.

Virgin Australia expands codeshare selling on Air New Zealand

Virgin Australia now has codeshare available on Air New Zealand's newest service between Adelaide and Christchurch. This means your customers can earn Velocity Points and Status Credits when booked on a VA flight number, while also enjoying tiered member benefits such as Priority check-in, Priority boarding, additional luggage & lounge access to name a few. Please click [here](#) for more details.

Virgin Australia and Link Airways Update

Book regional travel with Link Airways on a VA flight number to enable seamless connectivity on the VA domestic network, while also enabling Velocity benefits such as Points, Status Credits and tiered member benefits.

Virgin Australia and Air Canada Update

Virgin Australia is pleased to announce an expansion in co-operation with Air Canada. As of late June, Virgin Australia is now marketing Air Canada tactical short-sale fares through GDS channels. The change marks a significant expansion in the suite of fare products available for sale through Virgin Australia marketed flights and sales channels to Vancouver and seven domestic destinations within Canada.

Velocity

Elevate your customers' experience

Don't forget to add your customers' Velocity number to an eligible booking before they fly on Virgin Australia's new services to Doha (VAI-29), operated by Qatar Airways for Virgin Australia. That way they can earn Velocity Points, Status Credits¹ and unlock tiered member perks like Additional Baggage², Complimentary Advance Seat selection³ and Lounge Access.⁴

[Find out more](#)



FAQs

How can I book an assistance animal?

The animal assistance component of a booking must be booked directly with Virgin Australia.

You will need to make and ticket the passenger booking in your GDS for the customer and then either complete a [Specific Service Request form](#) or contact our Virgin Australia Priority Assistance team – **1300 139 303**. From here the Virgin Australia team will take over the booking and add this information ready for travel. Visit [Travelling with an assistance animal](#) on our website for more information.

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

*Major Australian airlines include Virgin Australia, Qantas and Jetstar.

¹If the flight is booked as a Virgin Australia itinerary, then the Base Points refers to the minimum number of Points that can be earned by all members when flying with Virgin Australia. If the Virgin Australia flight is between Australia and Doha (operated by Qatar Airways for Virgin Australia) with a VA flight number VAI1 to VA29 (inclusive) or is a Virgin Australia marketed and operated flight booked in conjunction with another flight (or flights) on any other airline on a joint itinerary, then the Base Points amount will be calculated using the 'fare type originally purchased, and the miles flown as part of the Virgin Australia flight' method at the rates outlined on the table on the [Virgin Australia partner page](#) on the Velocity Frequent Flyer website. 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 original purchased fare type.

²For 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).

³Gold and Platinum Velocity members will be able to select Extra Legroom seats, Preferred seats and Standard seats for all passengers on their booking without charge. Velocity members must include their Velocity membership number in their booking to take advantage of this benefit. Seat selection is subject to the [Seating Terms and Conditions](#).

⁴Qatar Airways Business Class passengers (all except Qatar Airways Business Class Lite passengers) 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.