



Virgin Australia Trade Release

Supporting our Agency Partners

At Virgin Australia, we're on a mission to bring new and uplifting experiences to our guests and agency partners. Our commitment is to provide you with exceptional service and tailored support to meet your needs.

Whether you require assistance from our team or are seeking more information about our policies, products, and services, we're equipped with the expertise and tools to guide you toward the solution.

Want more information on support available to you? Refer to our [Agency Support flyer](#).

[Learn more](#)

Speak to our team



Agent Helpdesk

Technical support and advice that is available to you seven days a week, including assistance with policy clarifications, GDS



Group Bookings

Dedicated support for groups of 10+ guests travelling together. Group bookings are eligible for more competitive fares and are subject to



Virgin Australia Business Flyer

Technical support and guidance for Virgin Australia Business Flyer bookings. More information about the Virgin Australia Business Flyer

troubleshooting, refunds and much more.

Contact us

Call 13 67 37
Email [here](#)

[Agency Support contact list](#)

conditions which offer greater flexibility.

Contact us

Call 13 67 00
Email [here](#)

program can be found on the [agent support page](#).

Contact us

Call 1300 246 498
Email [here](#)

Operating hours

Mon-Fri: 5.00am - 11.00pm |
Sat-Sun: 7.30am - 6.00pm
(AEST)

Operating hours

Mon-Fri: 8.30am - 5.00pm
(AEST)
After hours support:
Mon - Fri:
5:00am - 8:30am,
5:00pm - 11:00pm |
Sat - Sun:
7.30am - 6.00pm
(AEST)

Operating hours

Mon-Fri: 5.00am - 11.00pm |
Sat-Sun: 7.30am - 6.00pm
(AEST)

Online support tools



Agency Hub

Our dedicated hub for Travel Agency Partners.

It serves as your one-stop destination for all agency support requirements, including policies, guides, clue cards, sales collateral, trade news, and more.

[Agency Hub](#)



VirginAustralia.com

Our online site provides information on products and services, travel details, and the Velocity Frequent Flyer program.

You can also find information on group policies, request tax invoices and provide feedback.

[VirginAustralia.com](#)

Quick reference guide

ADM & ACM Queries

All ADM disputes and ACM queries should be processed via BSP Link. For more information view our [ADM and ACM Policy](#).

Commission Enquiries

All commission enquires should be referred through to your head office, consolidator or ticket centre.

Corporate Solutions

Explore our range of Corporate solutions for your clients [here](#). To find out more about our business travel solutions, complete this [form](#), and one of our account representatives will contact you.

Register for access to our Group Booking Tool

To request access to our Group Sales Optimiser (GSO) please register [here](#). For more information on our GSO tool including our how to guides, visit our dedicated [Groups Page](#).

National Travel Industry Awards 2023 Winner

Most Popular Airline - Online

Thanks to all our valued trade partners for their ongoing support.



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