



Virgin Australia Trade Newsletter

In this edition

- Touch down in Townsville with triple Velocity Points[^]
- Applying change fees when reissuing tickets
- Deceased guest refund documentation requirements
- Virgin Australia for Business customer eligibility update
- Double Velocity Points on direct United Airlines flights³

April 2026 Agency download

Check out our topical talking points for you to include in your customer meetings this month, including on time performance, news and more.

[Download](#)

Hot off the runway



Touch down in Townsville with triple Velocity Points[^]

Your customer can earn triple Velocity Points on eligible Virgin Australia flights between Brisbane and Townsville when they activate this offer and book by 25 May 2026, and fly by 15 April 2027.[^]

[Activate and book](#)

Policy updates

Reminder: Ensure the correct change fee is applied when reissuing a ticket

To avoid missed collections, always check the fare basis of each sector before reissuing a ticket to ensure the correct change fee is applied. If amending more than one sector the most restrictive change fee applies. If unsure, refer to the fare type rules and change fee policy [here](#). If using a ticket credit on hold ensure you are checking the historic fare rules to ensure the correct value fee is being collected.

Update: Deceased guest refund documentation requirements

We have updated our deceased guest refund documentation requirements. Please visit the Agency Hub for the updated full policy.

[View policy](#)

Looking for a policy?

Visit our Agency Hub for updated commercial policy guides, clue cards and resources to help support you. If you'd like to speak with one of our expert team, contact the Agent Helpdesk on **13 67 37** or email va.agenthelpdesk@virginaustralia.com.

[Visit the Hub](#)

Product & Training

Virgin Australia For Business: Customer eligibility update

Australian businesses spending **up to \$500,000** annually on domestic travel are now eligible for the **Virgin Australia Business Flyer** program, while businesses with greater travel spend can unlock larger discounts, more traveller benefits and personalised Account Management through a **Corporate Air Agreement**¹.

This eligibility approach will help to place clients in the right program to maximise value for your customers.



Virgin Australia Business Flyer

For small to medium enterprises spending **up to \$500,000** in annual domestic air travel spend.

Free to join (ABN required) with rewards and benefits for your business and your travellers²

[Application form](#)



Corporate Air Agreement

For mid-to-large corporates spending **over \$500,000** in annual domestic air travel spend.

Tailored agreements with dedicated support for more complex travel needs

[Enquiry form](#)

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 Boarding³.



Priority Check-in

You can enjoy Priority Check-in on international flights³.



Preferred overhead lockers

Keep your travel essentials nearby with preferred overhead locker space.

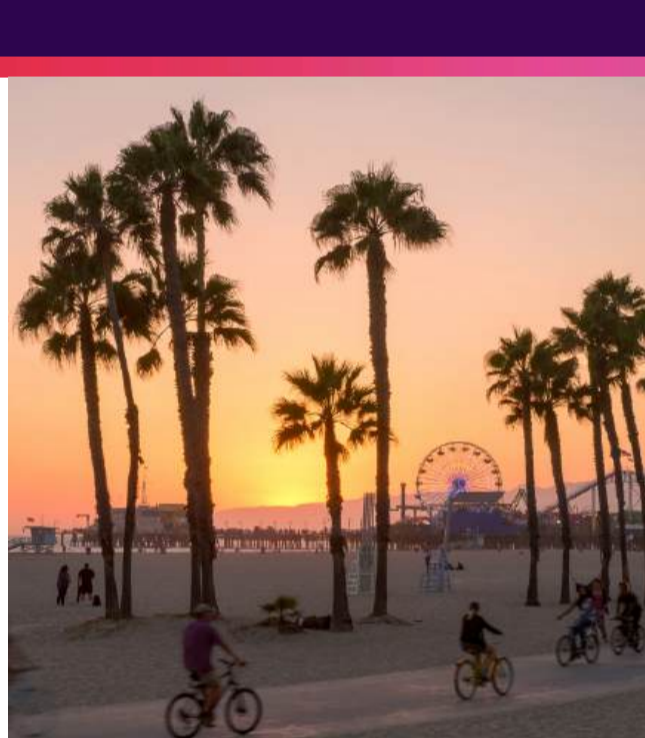
Economy X is available on all domestic and international flights.

Alliances

Turn United Airlines direct flights into double Velocity Points³

Give your next American getaway with United AirlinesSM a boost with double Velocity PointsSM on eligible direct flights between Australia and Los Angeles, San Francisco or Houston. Simply activate this offer and book by 12 May 2026, for travel between 1 June and 31 October 2026.³

[Learn more](#)



FAQs and Troubleshooting

I have an urgent request, what is the best way to contact Virgin Australia for support?

For urgent assistance or enquiries related to ticketing, GDS troubleshooting, and more, please call our Agent Helpdesk on **13 67 37**. Our current average call wait time is only **27 seconds**, and emails are responded to within **3 business days**.⁴

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](#)

[Agency Hub](#) | [Contact Us](#) | [Privacy](#)

Please add trade.release@e.virginaustralia.com to your address book.

You are receiving this message because you are a travel industry partner registered with Virgin Australia and you have agreed to receive trade releases or have otherwise told us you would like to receive trade releases. If you no longer wish to receive these messages from Virgin Australia, please click here to unsubscribe. Please do not reply to this message.

This message is being sent to you by Virgin Australia Airlines Pty Ltd (ABN 36 090 670 965) of 275 Grey Street, South Brisbane, Queensland 4101 Australia

Terms and Conditions

[^]Not eligible for the Triple Points promotion (Offer) you must (1) Activate the Offer through the activation link contained on the offer webpage between 12.01am AEST 05 May 2026 and 11.59pm AEST 25 May 2026 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 one-way Townsville (TSV) to Brisbane (BNE), or Brisbane (BNE) to Townsville (TSV) flight marketed and operated by Virgin Australia flown between 12.01am AEST 05 May 2026 and 11.59pm AEST 15 April 2027 inclusive and booked and ticketed in a fare class that normally accrues Velocity Points. If your booking includes connecting flights, triple Velocity Points will only be earned on the Townsville (TSV) to Brisbane (BNE), or Brisbane (BNE) to Townsville (TSV) flight sectors. Triple Points applies to Base Points earned only on these sectors. All other eligible flights in the booking will earn standard Velocity Points. 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 is not eligible for this Offer. Velocity members can book Eligible Flights as one-way or return or as part of a connecting journey. 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. There is no limit on the number of times this offer can be redeemed. Velocity Points offer cannot be used in conjunction with any other offer or promotion. You should allow up to 4 weeks after completion of travel for the bonus Velocity Points to be allocated. Platinum Plus, Platinum, Forever Gold, Gold and Silver members earn bonus Velocity Points in addition to the base Velocity Points earned per \$1 of eligible spend with Virgin Australia. Silver members will receive an additional 50% Points; Forever Gold and Gold members will receive an additional 75% Points; and Platinum Plus and Platinum members will receive an additional 100% Points. No additional bonus Velocity Points are earned on Economy Lite fares. The base Velocity Points earn rates differs and is calculated using the 'Points per dollar spent on the All-Inclusive Fare' method. The 'All Inclusive Fare' includes base fare, taxes (including GST), fees and carrier charges and excludes seat selection purchase and other extras, such as Economy X, Preferred Seating, Baggage Allowance or Carbon Offset. If the Virgin Australia flight is 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. For more information, please visit www.velocityfrequentflyer.com/velocity-program-changes/changes-to-points-earn-and-reward-seats. [Velocity membership Terms and Conditions apply.](#)

^{*}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](#).

¹Eligibility and benefits are subject to commercial negotiations and the terms of the Corporate Air Travel Agreement.

²Virgin Australia Business Flyer membership is available to businesses with an active ABN/ACN and an Australian business address that spend up to \$500,000 per annum on domestic air travel spend. The business cannot be a travel agent, travel management company, travel wholesaler, air travel consolidator or anyone re-selling air travel. For more information, please see the [Virgin Australia Business Flyer Terms and Conditions](#).

³United Airlines double Velocity Points Terms and Conditions: To be eligible for the bonus Velocity Points promotion, you must: (1) activate this offer through the activation link contained in this email between 12.01am AEST 29 April 2026 and 11.59pm 12 May 2026 inclusive (Promotion Period); (2) book an Eligible Flight during the Promotion Period; (3) add your Velocity membership number to your booking before travel; and (4) travel on an Eligible Flight booked during the Promotion Period, between 12.01am AEST 01 June 2026 and 11.59pm AEST 31 October 2026 inclusive (the Travel Period). An Eligible Flight is a flight operated by United Airlines between Sydney, Melbourne or Brisbane to Los Angeles, San Francisco or Houston direct (or vice versa) and marketed by either Virgin Australia (VA) or United Airlines (UA), where Velocity Points can normally be earned. Velocity Reward Seat bookings and United Airlines services marketed or operated by partner airlines other than Virgin Australia (VA) are ineligible. The bonus Velocity Points will be credited to the Velocity membership account entered into the booking and must match the passenger travelling on the Eligible Flight. The Double Points bonus offer does not attract additional bonus Points as a result of the member's tier. Bonus Velocity Points will be applied to the originally purchased fare class and any upgrades (example: from Economy to Premium Economy or Business Class) will only attract bonus Velocity Points as originally booked and ticketed. Flights can be booked via the [Virgin Australia website](#), the [United Airlines website](#) or your local travel agent. Bonus Velocity Points are awarded on a sector by sector basis. You should allow up to 4 weeks after the travel period for the bonus Velocity Points to be credited.

⁴Based on April 2026 Agent Helpdesk data.