



Virgin Australia Trade Newsletter

In this edition

- Operational reliability update
- Virgin Australia Business Flyer EOFY Triple Points offer²
- New NBL and WNBL partnership
- Managing your trip with the Virgin Australia app
- Virgin Australia Business Flyer booking tip
- Inter-Airline Through Check-In with Sichuan Airlines

May 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](#)


Scheduled system maintenance

We're doing scheduled system maintenance from 10pm AEST Tuesday 16 June 2026 to 7am AEST Wednesday 17 June 2026. During this time, some flight searches, bookings and manage booking services may be temporarily unavailable. This includes Group bookings and changes made through the GSO (Group Sales Optimiser).

Hot off the runway

Leaders in reliability

Virgin Australia has recorded the lowest average cancellation rate of all major Australian airlines from January-April 2026.¹ This continues on from leading operational reliability last year, with the lowest average cancellation rate of all major Australian airlines in 2025¹, according to data published by the Bureau of Infrastructure and Transport Research Economics.



End the financial year on a Triple Points high

This EOFY, your SME clients can unlock extra value and **earn Triple Points** for their Business. Your clients simply need to join Virgin Australia Business Flyer¹, or activate the offer if they are existing members. Then, book and fly an eligible Virgin Australia flight between 18 May and 30 June 2026.²

[Activate now](#)

Ready, Pet, Go: Pets in Cabin to take off from Adelaide

Virgin Australia will take off with its first Pets in Cabin flight from Adelaide on 23 June 2026.

Initial flights will be between Adelaide and Melbourne and Adelaide and the Gold Coast (both directions). Subject to final airport approvals, the airline intends to make Pets in Cabin services a standard Virgin Australia offering from next year.

[Read more](#)


Product & Training

More ways to manage trips with ease from the Virgin Australia app

As part of our upgrades to a digital-first check-in experience for domestic travellers, we've given our customers more ways to manage their trip from the Virgin Australia app:



Fly Ahead & Fly Later

Eligible Velocity members can request to change to an earlier³ or later⁴ same day domestic Virgin Australia operated flight to their destination via the Virgin Australia app when travelling on an eligible fare.



Fly earlier (complimentary)

To manage operations and ease congestion, we may offer guests the option to switch to an earlier same day flight to their destination via the Virgin Australia app, subject to seat availability.⁵



Upgrade your flight

Guests can bid for Business Class directly from the Virgin Australia app with UpgradeMe Premium Bid up to 4 hours prior to departure⁶, or premium extra leg room Economy X seating up to 2 hours prior to departure.⁷

Find out more about changes to Virgin Australia's airport experience below.

[Find out more](#)

Reminder: VABF booking tip: Don't forget to add in the correct ABN

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 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**.

Partnerships

Major new NBL and WNBL partnership

Virgin Australia has been announced as the Official Domestic Airline Partner of the National Basketball League (NBL) and Women's National Basketball League (WNBL). The partnership reinforces the airline's growing presence across major Australian sports, including partnerships with the AFL, AFLW, Carlton Football Club and the Sydney Swans Football Club.

[Read more](#)


Alliances

Inter-Airline Through Check-In (IATCI) with Sichuan Airlines

We've activated Inter-Airline Through Check-In (IATCI) with Sichuan Airlines, enabling guests to check their bags through to their final destination and receive onward boarding passes - delivering a smoother, more seamless travel experience.

FAQs and Troubleshooting

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](#)


Did you know? Our Agent Helpdesk phone calls are answered in an average of 29 seconds, and emails are responded to within 4 business days.⁸

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

¹Based on an average of the monthly, domestic flight cancellation rates published by BITRE in its 'Airline On-Time Performance Monthly Reports' for each month for the period January 2026 to April 2026, available [here](#). Virgin Australia recorded the lowest average cancellation rate of 1.2% across scheduled domestic flights. Major Australian airlines include Virgin Australia, Qantas, and Jetstar.

²Based on an average of the monthly, domestic flight cancellation rates published by BITRE in its 'Airline On-Time Performance Monthly Reports' for each month for the period January 2025 to December 2025, available [here](#). Virgin Australia recorded the lowest average cancellation rate of 1.7% across scheduled domestic flights for the full calendar year. Major Australian airlines include Virgin Australia, Qantas, and Jetstar.

³Virgin 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](#).

⁴Virgin Australia Business Flyer Triple Point Promotion

Promotion is valid from 12:01am AEST 18 May 2026 to 11:59pm AEST 30 June 2026 (inclusive) (**Promotion Period**).

How your business can earn triple Velocity Points on each Eligible Flight:

If your business is not currently a member of Virgin Australia Business Flyer, your business must, during the Promotion Period:

- Apply and be approved for a new Virgin Australia Business Flyer membership, and
- Book and fly on an Eligible Flight.

If your business is currently a member of Virgin Australia Business Flyer, your business must, during the Promotion Period:

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

An Eligible Flight for the Triple Points Promotion is:

- a one-way domestic or short-haul international flight marketed and operated by Virgin Australia with a VA flight number, and excluding Virgin Australia flights VAI-29 operated by Qatar Airways for Virgin Australia;
- ticketed and flown during the Promotion Period;
- not a Reward Seat booking or codeshare service marketed or operated by partner airlines; and
- booked through [virginaustralia.com](#) (with the member's ABN added to the booking before travel), through the Virgin Australia Business Flyer Booking Portal or via the member's nominated Travel Management company.

Bonus Velocity Points for the business 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 Promotion Period has ended. [Virgin Australia Business Flyer](#) and [Velocity Membership](#) terms and conditions apply.

³**Fly Ahead:** Platinum Plus and Platinum members may Fly Ahead when flying on Business, Economy Flex or Economy Choice, and Business or Economy Reward Seat fares on domestic Virgin Australia flights. Gold members may Fly Ahead when flying on Business or Economy Flex fares, and Business and Economy Reward fares on domestic Virgin Australia flights. Subject to seat availability. Requests must be made at least 40 mins before scheduled departure of the earlier flight at the airport, or 60 minutes before scheduled departure of the earlier flight via the Virgin Australia app, Guest Contact Centre or Priority Phone Service team. Additional terms and conditions available [here](#).

⁴**Fly Later:** Fly Later is available to Platinum Plus members and up to 3 accompanying guests (in the same booking) to request when flying on eligible domestic Virgin Australia marketed and operated flights (excluding Economy Lite, Group and Staff/Team bookings). The requested later flight must be on the same day and route as the original ticketed domestic Virgin Australia marketed and operated flight purchased. Subject to seat availability and operational requirements, Platinum Plus members may only request Fly Later on the day of travel, via the Virgin Australia app, Priority Phone Service team or at the airport. If requesting at the airport, Platinum Plus members must make the Fly Later request at least 40 minutes before scheduled departure of the original flight while the flight is still open for check-in. If requesting via the Virgin Australia app or Priority Phone Service team, Platinum Plus members must request Fly Later at least 60 minutes before scheduled departure of the original flight. Platinum Plus members may not request Fly Later if they have already checked in their baggage. If the Fly Later request is granted, and the Platinum Plus member and their accompanying guests (if applicable) are moved to a later Virgin Australia flight in a lower fare class than what was originally purchased, no refund of any fare difference will be provided (unless they are entitled to a refund under Australian Consumer Law). See [Membership Terms and Conditions](#) for more information on Fly Later.

⁵**Fly earlier (complimentary):** Fly earlier (complimentary) is available to eligible guests with a confirmed booking on Virgin Australia marketed and operated domestic flights. When offered, eligible guests may choose to move to an earlier flight on the same day to the same destination, free of charge. Offer is subject to operational requirements, availability and Virgin Australia's discretion, and may not be available on all flights or to all guests, even where seats are available. Not available on Virgin Australia short-haul international flights or Virgin Australia flights to Doha (operated by Qatar Airways for Virgin Australia). Fly earlier (complimentary) is a voluntary offer and can be declined by the eligible guest. If a booking includes multiple guests, the change will apply to all eligible guests on the booking. Fly earlier (complimentary) will be offered via the Virgin Australia App and guests must download the Virgin Australia App to receive and accept offers. Guests may be offered direct or connecting flight options, subject to availability. If an eligible guest accepts a Fly earlier (complimentary) offer and moves to an earlier flight in a lower cabin class or different seat type than originally purchased, no refund will be provided (unless they are entitled to a refund under the Australian Consumer Law). Velocity Points and Status Credits will be earned in accordance with the original booking. Once the offer is accepted, any further changes to the booking are subject to applicable Fare Rules. [Fly earlier \(complimentary\) Terms and Conditions](#) apply.

⁶**UpgradeMe Premium Bid:** Guests can place a bid to upgrade from Economy fares (excl. Economy Lite) to an eligible domestic and international short haul Virgin Australia marketed and operated flights. Bids are for a one-way sector. Subject to seat availability. Offers can be made up to 4 hours prior to scheduled departure via the Virgin Australia app or online. Additional terms and conditions available [here](#).

⁷**Economy X Bid:** Guests can place a bid to upgrade from eligible Economy fares on eligible domestic and international short haul Virgin Australia marketed and operated flights. Bids are for a one-way sector. Subject to seat availability. Offers can be made up to 2 hours prior to scheduled departure via the Virgin Australia app or online. Additional terms and conditions available [here](#).

⁸Based on May 2026 Virgin Australia Agent Helpdesk data.