

# Wishing you a Wonderful festive season

## Thank you for flying along the journey with us in 2025

As we head into the festive season, we'd like to give a special message to you, our valued agency partners.

Watch below to hear from Virgin Australia's General Manager - Sales, Darren McDermott.



Hi, Darren McDermott here, General Manager Sales for Virgin Australia.

[Watch now](#)

### From our team to yours, cheers for a wonderful year



### Need support over the festive season?

Unfortunately we can't help if your paylova is a flop, but we can help with your travel agency needs.

**Australia:** 13 67 37

**Rest of the world:** [click here to view](#)

Monday to Friday: 5.00 am - 11.00pm (AEST)

Saturday & Sunday: 7.30am - 6.00pm (AEST)

## Hot off the runway

### Changes to get your customers to their gate sooner

From 15 December 2025, we're rolling out **new peak-time priority screening with extended hours** and new tech (no need to remove laptops from bags) at more domestic airports for our highest value guests.

This means that your customers get priority screening for more hours in the day across Melbourne, Sydney, Brisbane, Perth, Adelaide and Gold Coast airport, saving your customers time.

With extended priority screening, there will be some changes to our Lounge Premium entry:

**Brisbane Lounge Premium Entry** - temporarily closed after 19 December 2025 and expected to reopen in late 2026 while we upgrade equipment.

**Sydney Lounge Premium Entry** - permanently closed after 19 December 2025.

[Find out more](#)



### Virgin Australia touched down at FACTS 2025

As the official Airline Partner for the second year running, Virgin Australia joined FACTS 2025 to share how businesses can unlock more value, choice and flexibility from every journey. Virgin Australia General Manager - Sales, Darren McDermott dove into some serious (and not-so-serious) questions unpacking product updates, traveller experience and more.

[Watch now](#)

## Policy updates

### Changes to Virgin Australia's policy for carriage of lithium batteries

As of 1 December 2025, Virgin Australia has changed its policy for carriage of lithium batteries. The new policy includes common items like power banks, spare batteries and portable electronic devices. These changes are designed with safety as the first priority and to comply with aviation regulations. Items your customers have previously included in checked baggage may need to be packed differently.

When Guests travel on Virgin Australia flights they must:

- Keep battery-powered items close onboard - power banks, spare batteries and small portable electronic devices must be stowed in the seat pocket, under the seat in front, or be held in the Guest's hands;
- Not use power banks on board the aircraft to charge another device;
- Not charge power banks on board the aircraft;
- Observe limits on the quantity of spare batteries, power banks, portable electronic devices; and
- Observe limits on the capacity of the batteries and power banks.

There is no change to the requirements for checked baggage: batteries and power banks must never be placed in checked baggage. If a battery or power bank is found in checked baggage, it must be removed. The item may need to be removed by the Guest (in Australia), or it may be removed by a regulatory body or security service without notice (in New Zealand and Indonesia).

[Learn more](#)

## Product & training

### Taste summer with our new Business Class menu

We've given our Business Class menu a refresh with bold Australian grown produce, all included as part of the Business Class experience. Plus, enjoy a selection of buy onboard food items and premium beverages including Australia's favourite biscuit - Arnott's Tim Tams, and Bundaberg sparkling drinks.

[Read more](#)



## 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 Boarding\*.



**Priority Check-in**  
You can enjoy Priority Check-in on international flights\*.



**Preferred overhead lockers**  
Keep your travel essentials nearby with preferred overhead locker space.

Economy X is available on Virgin Australia operated flights and short-haul international flights.

## FAQs and Troubleshooting

### Where can I learn more about Velocity benefits available on Virgin Australia's Doha flights operated by Qatar Airways?

Visit our dedicated Velocity page all about Virgin Australia's flights to Doha, including a breakdown on Velocity Status benefits available for your customers, and FAQs.

[Learn more](#)

### Terms and Conditions

\*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](#).