



Virgin Australia Trade Newsletter

Hot off the runway



Enjoy Business travel, with more give

For a limited time, we're offering your corporate and SME clients who are Velocity members the chance to earn up to **125 bonus Status Credits** towards maintaining their current Status, or upgrading to a new tier of benefits*. Simply activate, book and fly for business on at least 2 eligible flights before 31 March 2026*.

Plus, if your SME clients join Virgin Australia Business Flyer* and fly 2 or more times by 31 March 2026, they could earn up to **\$1,000 Travel Credit**†. Joining is free, all they need is their ABN to get started and earn even more rewards.

[Learn more](#)

Flight sale on now

January can be a lot. So your customers can book a flight for not a lot - to one of 35 destinations at up to 25% off*. Sale fares now available to book via your GDS. Hurry, sale ends 19 January 2026.



australia

I'm not emotionally ready to go back to work

the

sale

Upcoming Masterclasses

Topic	Session date & time	Registration
Singapore Airlines Partnership Update <i>LIVE from SYD International Airport</i>	Wednesday 25 February 2026, 1pm - 1:30pm AEDT	Register now



Check-in and bag drop for cruise passengers relaunched

Virgin Australia has reinstated its seasonal flight check-in and baggage drop service at Sydney's Overseas Passenger Terminal (OPT), allowing tens of thousands of guests to check-in for flights and drop off checked baggage immediately after disembarking a cruise.

[Read more](#)

Policy updates

Changes to carry-on baggage allowance are coming

For travel from **2 February 2026**, Virgin Australia is changing its carry-on baggage allowance, to improve overhead locker management to reduce delays, enhance safety for guests and crew, and give everyone a smoother start to their journey.

From 2 February 2026:

Economy Class, including Velocity Red or Silver members

1 bag only (up to 8kg)
Max dimensions L56cm x W36cm x H23cm
+ 1 personal item, placed under the seat in front.
Max dimensions L45cm x W33cm x H20cm

Economy X, Business Class & Velocity Gold, Platinum or Platinum Plus members

Up to 2 bags (up to 14kg combined weight. No single bag over 8kg)
Max dimensions L56cm x W36cm x H23cm
+ 1 personal item, placed under the seat in front.
Max dimensions L45 x W33cm x H20cm

For more information on the change and frequently asked questions to help you support your customers, check out our [carry-on baggage flyer](#) below.

You can also find more information on our [website](#) or contact our Industry Support Team.

[Find out more](#)

Product & training

Special Service Request GDS Booking Guide

Please refer to our guide located on the [Agency Hub](#) to see which Special Service Request (SSR) codes are accepted on VA-Operated services and VA*QR Wet-lease services (VA 1-29).

[View guide](#)

FAQs and Troubleshooting

How do I make a booking for guests that require an assistance animal?

Virgin Australia permits guests to travel with assistance animals, such as guide or hearing dogs, on our flights at no extra charge, provided the animal is trained to assist a person with a disability. Please refer to our [Guide to booking Virgin Australia flights with an Assistance Animal](#).

[View guide](#)

Terms and Conditions

***Up to 125 Status Credits offer:** Promotion is available between 12:01am AEST 12 January 2026 to 11:59pm AEST 31 March 2026 (inclusive) (Promotion Period).

To be eligible for the Velocity Frequent Flyer bonus Status Credits promotion, travellers must, during the Promotion Period:

- Be flying for work as either a Virgin Australia Business Flyer member, or a Corporate Traveller (see further detail in Eligible Flights section below);
- Be a member of the Velocity Frequent Flyer program;
- Activate this offer in the Velocity App or website or via a link contained within an email sent to the Velocity member;
- Book two (2) or more Eligible Flights, and add their Velocity membership number to the bookings before travel; and
- Fly on the Eligible Flights (outlined below).

Bonus Status Credits are tiered according to the number of flights booked and flown within the Promotion Period. The bonus Status Credits will be awarded at the conclusion of the campaign based on the total flights flown during the Promotion Period as set out below:

Number of Eligible Flights booked and flown during the Promotion Period	Bonus Status Credits awarded
1	Nil
2	45
3	65
4	85
5	105
6+	125

An Eligible Flight for the bonus Status Credits promotion is:

- a one-way domestic or short-haul international flight marketed and operated by Virgin Australia with a VA flight number excluding Virgin Australia flights VA1-29 operated by Qatar Airways for Virgin Australia;
- ticketed and flown during the Promotion Period in a fare class that normally accrues Status Credits; and
- not a Reward Seat booking, Charter flight, or codeshare service marketed or operated by partner airlines.

For Virgin Australia Business Flyer (VABF) members:

- In addition to the criteria in (a)-(c) above, a flight booked through virginaustralia.com, the Virgin Australia Business Flyer Booking Portal or via the booked member's nominated Travel Management company;
- the VABF account must be active at the time of booking; and
- if booking through virginaustralia.com, the VABF member's ABN must be added to the booking before travel.

For Corporate Travellers:

- In addition to the criteria in (a)-(c) above, a flight booked with a Travel Management Company and ticketed with a Corporate IATA code.

Bonus Status Credits will be earned in addition to base Status Credits earned. Please allow up to 6 weeks after the Promotion Period to be awarded the bonus Status Credits to your Velocity Frequent Flyer account. [Velocity membership T&Cs apply](#).

[Find out more](#) about how to maintain or upgrade your Velocity Status. Any Status Credits earned are subject to expiry after 12 months from earn. Additional [Status Terms and Conditions apply](#).

By activating the bonus Status Credits promotion outlined above, travellers will be automatically opted in to the below 10 bonus Velocity Points promotion.

The 10 bonus Points promotion (**Offer**) is valid for Velocity Frequent Flyer members between 12:01am AEST 12 January 2026 to 11:59pm AEST 31 March 2026 (inclusive) (**Promotion Period**). To be eligible to receive the 10 bonus Velocity Points promotion per eligible flight (see definition of an eligible flight below), you must be a Velocity Frequent Flyer member and, during the Promotion Period:

- have activated the Velocity Frequent Flyer bonus Status Credits promotion outlined above, through the Velocity App or website or via a link contained within an email sent to the Velocity member;
- Book two (2) or more Eligible Flights, and add a Velocity membership number to the bookings before travel; and
- Fly on the Eligible Flights (outlined below) during the Promotion Period.

An Eligible Flight for the 10 bonus Points promotion:

- is a one-way domestic or short-haul international flight marketed and operated by Virgin Australia with a VA flight number excluding Virgin Australia flights VA1-29 operated by Qatar Airways for Virgin Australia;
- must be ticketed and flown during the Promotion Period in a fare class that normally accrues Velocity Points;
- is not a Reward Seat booking, Charter flight, or codeshare service marketed or operated by partner airlines; and
- cannot be combined in the same booking as a partner or non-partner operated flight.

There is no limit on the number of times this Offer can be redeemed during the Promotion Period. Where multiple guests are listed on the same booking, only those guests who satisfy the above eligibility criteria are eligible for this Offer. Bonus Velocity Points will be earned in addition to base Velocity Points earned. You should allow up to 6 weeks after satisfying the above eligibility criteria for the bonus Velocity Points to be allocated. [Velocity membership Terms and Conditions apply](#).

*Virgin Australia Business Flyer membership is available to businesses with an active ABN/ACN and an Australian business address that spend less than \$300K per annum on flights with Virgin Australia and eligible airline partners. 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](#).

***Travel Credit promotion (offer)** is available between 12:01am AEST 12 January 2026 to 11:59pm AEST 31 March 2026 (inclusive) (Promotion Period).

For your business to earn up to \$1,000 Travel Bank Credit, during the Promotion Period its nominated representative must:

1. Successfully sign the business up to Virgin Australia Business Flyer; and
2. Book and fly by 31 March 2026 on:
 - 2 Eligible Flights, to receive \$50 in Travel Bank credits;
 - a further 6 Eligible Flights to receive an additional \$150 in Travel Bank credits;
 - a further 12 Eligible Flights to receive an additional \$300 in Travel Bank credits;
 - a further 20 Eligible Flights to receive an additional \$500 in Travel Bank credits.

An Eligible Flight for the Travel Credits promotion is:

- a one-way domestic or short-haul international flight marketed and operated by Virgin Australia with a VA flight number, excluding Virgin Australia flights VA1-29 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.

Travel Bank credit is not redeemable for cash, expires 90 days after allocation and is subject to the [Travel Bank terms and conditions](#). The Travel Bank credit can only be applied towards the base fare of a flight. Taxes, fees, carrier charges and flight extras fees (if applicable) are payable in addition to the Travel Bank credit redeemed.

Please note that Travel Bank credit can only be combined with a credit or debit card as another form of payment. The Travel Bank credit cannot be transferred to another Virgin Australia Business Flyer account. This incentive can only be earned once during the Promotion Period. Please allow up to 6 weeks after the Promotion Period for the Travel Bank Credit to be allocated to the Virgin Australia Business Flyer member's Travel Bank.

[Virgin Australia Business Flyer terms and conditions apply](#).

*On sale from 12:01am AEST 12 January 2026 until 11:59pm AEST 19 January 2026 unless sold out prior for selected one-way and return flights on selected travel dates between 10 February 2026 to 17 September 2026 for Economy Lite, Choice and Business Class fares only. Travel periods apply and fares are subject to availability. Seats are limited and may not be available at peak times or on all flights. Payment surcharge may apply. Seat selection and checked baggage are not included in Economy Lite fares. Economy Lite fares are not recommended if you require flexibility with your travel as cancellations are not permitted and you may need to pay a fee and any fare difference to make a change. For other fare types, a fee and fare difference may be payable for changing or cancelling your booking. See Virgin Australia's [Domestic fees page](#) or [International fees page](#) for details. Refunds are not permitted for Economy Lite and Choice fares if you cancel your booking. Refunds are permitted for Economy Flex fares on payment of a fee. You may also request a refund for other reasons, including under the Australian Consumer Law. Check your fare rules for more information. Some flights may be operated by a partner airline. Full terms and conditions at [www.virginaustralia.com](#).