



Virgin Australia Trade Newsletter

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September 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



Pick your bonus is back!

Your customers can choose the bonus that suits their travel goals.

Double Velocity Points[™] or **Double Status Credits[^]**

To earn their chosen bonus on eligible Virgin Australia flights, your customers must simply activate the offer and book between 12 and 26 October 2026, then travel by 30 November 2026.*

[Find out more](#)

Supercharge your business travel

For a limited time, your clients can go into the draw to win a share of **10 million Velocity Points**.⁺ Simply activate, book and fly on eligible Virgin Australia flights for business by 2 November 2026. Each eligible flight counts as one entry.⁺

Plus, new or existing Virgin Australia Business Flyer members can earn **triple Points** for their business on eligible flights booked and flown by 2 November 2026.[#]

[Find out more](#)



Introducing Virgin Australia Corporate Travel

The new name for our Corporate Air Agreement for larger businesses **spending more than \$500,000 a year on domestic air travel**. It sits alongside Virgin Australia Business Flyer, giving businesses different travel solutions depending on their needs. While the name is new, our focus remains the same: working with you and your clients to make the most of every work trip.

[Learn more](#)

Policy Updates

Updated Payment Policy and General Booking and Ticketing Policy

Effective 1 October 2026, we have updated our [Payment Policy](#) and [General Booking and Ticketing Policy](#) in line with the removal of credit card surcharges. Please visit the Agency Hub for the updated full policies.

Product & Training



Virgin Australia launches Cairns Pets in Cabin flights

Virgin Australia is expanding its Pets in Cabin network to include flights between Cairns and Melbourne from 22 October 2026. More than 2,000 small cats and dogs have flown since the service launched in October 2025. Flights are now available to book on selected services departing Melbourne, Adelaide, the Gold Coast, the Sunshine Coast and Cairns.

[Read more](#)

Alliances

Europe early bird sale ends 30 Oct 2026¹

Save on eligible Qatar Airways operated return Economy flights to **selected European destinations via Doha**, for travel between 17 January – 14 March 2027 & 17 April – 8 June 2027.¹ Fares available via your GDS.

Plus, your customers can earn **between 3,000 and 24,000 bonus Velocity Points** on an eligible Virgin Australia or Qatar Airways flight to Doha, based on the fare type booked.²

[Activate now](#)



Help your clients unlock Pilot Gold on Adelaide - San Francisco services³

Be one of the first 100 eligible Velocity members to book an Adelaide to San Francisco flight with Virgin Australia or United AirlinesSM between 24 August - 30 November 2026, and travel between 17 December 2026 - 10 February 2027, for the opportunity to receive a complimentary three-month Velocity Pilot Gold membership. Eligibility criteria applies.³

[Find out more](#)

LINKairways

Sky's the limit with Link Airways and Virgin Australia

Unlock seamless regional travel on the Virgin Australia domestic network by booking Link Airways on a Virgin Australia number. Your customers will enjoy a smooth travel experience with through-check-in and baggage checked to their final destination. Plus, they'll earn Velocity Points, Status Credits, and enjoy tiered member benefits.

[Learn more](#)

Industry News

Celebrating our industry at Beyond Borders and NTIA

Virgin Australia was proud to connect with industry partners at the Beyond Borders Travel Summit, with the Virgin Australia Lounge providing a welcoming space for delegates throughout the event. The celebrations continued at the NTIA Gala Dinner, where Virgin Australia was proud to be the Master of Ceremonies Sponsor. Congratulations to all nominees and winners recognised on the night.



FAQs and Troubleshooting

How to tag your customer's booking with their Velocity Frequent Flyer number

To ensure your customers who are Velocity members receive their entitled Velocity Points and Status Credits, don't forget to add their Velocity Frequent Flyer number to every booking in the correct GDS format below, or set up once in their profile of your mid-office system to automatically drop in when they make a booking via your Agency's OBT:

Sabre: FFVA*insert Velocity number*

Galileo: M.VA*insert Velocity number*

Amadeus: FFNVA-*insert Velocity number*

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.

Agency Hub



Our Agent Helpdesk emails are responded to in 1 day on average, and phone calls answered in 41 seconds on average.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](#).

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

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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

*Pick Your Bonus Terms and Conditions

To be eligible for the Pick Your Bonus promotion (**Offer**) you must (1) Choose your bonus via the Benefit Selector through the Pick Your Bonus Offer landing page between 12.01am AEST 12 October 2026 and 11.59pm AEST 26 October 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 an Eligible Flight. An Eligible Flight is a Domestic, Trans-Tasman or International Short Haul flight marketed and operated by Virgin Australia (with a VA flight number) flown between 12.01am AEST 12 October 2026 and 11.59pm AEST 30 November 2026 inclusive. An Eligible Flight does not include: Reward Seats, Virgin Australia Holidays by Hopper booked flights, long haul international flights to or from Doha operated by Qatar Airways for Virgin Australia, domestic flights flown as part of an international long haul journey; charter flights operated by Virgin Australia; and, interline or codeshare flights operated by partner airlines. If you book a Virgin Australia flight in the same booking as another airline (whether they are a partner of Virgin Australia or not) you will earn based on total miles flown (**TPM**). Flights which are earned at TPM are not eligible for this Offer. 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 are not eligible for this Offer. The Offer 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. Velocity Points cannot be earned on Velocity Reward Seat bookings. Eligible members can only choose one benefit as part of the Offer and once chosen cannot be changed.

*Double Velocity Points Option T&Cs

To be eligible for the double Velocity Points promotion (**Offer**) you must (1) Activate the Offer via the Benefit Selector through the Pick Your Bonus Offer landing page between 12.01am AEST 12 October 2026 and 11.59pm AEST 26 October 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 Domestic, Trans-Tasman or International Short Haul flight marketed and operated by Virgin Australia (with a VA flight number) flown between 12.01am AEST 12 October 2026 and 11.59pm AEST 30 November 2026 inclusive and booked and ticketed in a fare class that normally accrues Velocity Points. An Eligible Flight does not include: Reward Seats, Virgin Australia Holidays by Hopper booked flights, long haul international flights to or from Doha operated by Qatar Airways for Virgin Australia, domestic flights flown as part of an international long haul journey; charter flights operated by Virgin Australia; and, interline or codeshare flights operated by partner airlines. If you book a Virgin Australia flight in the same booking as another airline (whether they are a partner of Virgin Australia or not) you will earn based on total miles flown (**TPM**). Flights which are earned at TPM are not eligible for this Offer. 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 are not eligible for this Offer. The Offer 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. Velocity Points cannot be earned on Velocity Reward Seat bookings. Velocity members will only be eligible for this

Offer on base Velocity Points earned at the standard earn rate of four (4) Velocity Points per \$1 of eligible spend. Silver, Gold, Platinum and Platinum Plus members will earn their Status bonus Velocity Points separately. Silver, Gold, Platinum and Platinum Plus members also earn a Points bonus in addition to the Base Points earned at the standard earn rate of four (4) Points per \$1 of eligible spend with Virgin Australia. Silver, Gold, Platinum and Platinum Plus members will receive additional Velocity Points as follows:

- Silver members will receive an additional 50% of Base Points earned;
- Gold members will receive an additional 75% of Base Points earned; and
- Platinum and Platinum Plus members will receive an additional 100% of Base Points earned.

The Offer will be applied to the originally purchased fare class. Any upgrades (other than when you paid the full commercial fare) will not attract double Points as a result of this Offer. There is no limit on the number of times this Offer can be redeemed. Where multiple guests are listed on the same booking, only those guests who satisfy the above eligibility criteria are eligible for this Offer. The Status Points bonus does not apply to Economy Lite fares. Base Points refers to the minimum number of Points that can be earned for an eligible activity or transaction by a Red member, before the double Points bonus is applied. A Velocity member who has earned Points on spend with an eligible Velocity Points earning credit card within the 12 months prior to flying with Virgin Australia or Link Airways will earn five (5) Base Points per \$1 spent on the All-Inclusive Fare when flying on a Virgin Australia operated flight with a VA flight number, or a Link Airways operated flight with a VA flight number. Velocity members who do not hold an eligible Velocity Points earning credit card within the 12 months prior to flying with Virgin Australia or Link Airways will earn four (4) Base Points per \$1 spent. You should allow up to four (4) weeks after satisfying the above eligibility criteria for the bonus Velocity Points to be allocated.

***Double Status Credits Option T&Cs**

To be eligible for the Double Status Credits promotion (**Offer**) you must: (1) Activate the Offer via the Benefit Selector through the Pick Your Bonus Offer landing page between 12.01am AEST 12 October 2026 and 11.59pm AEST 26 October 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 Domestic, Trans-Tasman or International Short Haul flight marketed and operated by Virgin Australia (with a VA flight number) flown between 12.01am AEST 12 October 2026 and 11.59pm AEST 30 November 2026 inclusive and booked and ticketed in a fare class that normally accrues Status Credits. For more information on Status Credits [click here](#). An Eligible Flight does not include: Reward Seats, Virgin Australia Holidays by Hopper booked flights, long haul international flights to or from Doha operated by Qatar Airways for Virgin Australia, domestic flights flown as part of an international long haul journey; charter flights operated by Virgin Australia; and, interline or codeshare flights operated by partner airlines. If you book a Virgin Australia flight in the same booking as another airline (whether they are a partner of Virgin Australia or not) you will earn based on total miles flown (**TPM**). Flights which are earned at TPM are not eligible for this Offer. 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 are not eligible for this Offer. The Offer 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. Status Credits cannot be earned on Velocity Reward Seat bookings. The Offer will be applied to the originally purchased fare class. Any upgrades (other than when you paid the full commercial fare) will not attract double Status Credits as a result of this Offer. Eligible Flights that satisfy the above eligibility criteria are eligible to earn double the Status Credits than the Status Credits that would normally be earned for that flight and fare class. There is no limit on the number of times this Offer can be redeemed. Where multiple guests are listed on the same booking, only those guests who satisfy the above eligibility criteria are eligible for this Offer. You should allow up to four (4) weeks after satisfying the above eligibility criteria for the bonus Status Credits to be allocated.

In accordance with Commonwealth policy, this offer is not available to you if you are travelling for Commonwealth purposes. Members are individually responsible for complying with their organisation's travel policy. If required, you may [contact our Membership Contact Centre](#) to have Status Credits or Points removed.

[Velocity membership Terms and Conditions apply.](#)

***10 Million Bonus Points Terms and Conditions**

If you wish to be removed from the Promotion, please email businessflyer@virginaustralia.com and provide your full name and Velocity Frequent Flyer membership number. The Promoter is Virgin Australia Airlines Pty Ltd (ABN 36 090 670 965) of registered address Level 8-11, 275 Grey Street, South Brisbane QLD 4101.

The Promotion commences at 12.01am AEST on 21 September 2026 and ends at 11.59pm AEST on 02 November 2026 (Promotion Period). Entry is open to Australian residents aged 18 years and over who, during the Promotion Period, are a valid current or new Velocity member associated with either a Virgin Australia Business Flyer or Corporate account and activates the 10 Million Points Promotion (Promotion) offer via the personalised link received directly from Velocity or Virgin Australia (Entrants).

The directors, officers, management and employees (and their immediate families) of the Promoter and its related bodies corporate and agencies associated with this Promotion are not eligible to enter this Promotion. Immediate family means any of the following: spouse, ex-spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or 1st cousin.

An Entrant will be entered into the Promotion, if an Entrant, during the Promotion Period,

- Log into their Velocity Frequent Flyer Account and click on the "Activate Offer" button to register to participate in this Promotion (registration only needs to be completed once); and;
- Book and fly on at least one (1) eligible business flight, during the Promotional Period via the Booking Process (as defined), and identified by: (a) A corporate IATA code, (b) A Corporate Tour Code; or (c) Adding an ABN when booked on virginaustralia.com and;
- Complete travel on an eligible flight between 12:01am AEST 21 September 2026 and 11:59pm AEST 02 November 2026 inclusive.

An Eligible Business Flight is:

1. a one-way Domestic, Trans-Tasman or International Short Haul flight marketed and operated by Virgin Australia with a VA flight number excluding Virgin Australia flights VAI-29 operated by Qatar Airways for Virgin Australia;
2. ticketed and flown during the Promotion Period in a fare class that normally accrues Velocity Points.

For Virgin Australia Business Flyer (VABF) members:

- In addition to the criteria in (1)&(2) above, a flight booked through virginaustralia.com, through the Virgin Australia Business Flyer Booking Portal or via the VABF 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 (1)&(2) above, a flight booked with a Travel Management Company and ticketed with a Corporate IATA code.

An Eligible Flight does not include: Reward Seats, Virgin Australia Holidays by Hopper booked flights, long haul flights to or from Doha operated by Qatar Airways for Virgin Australia; domestic flights flown as part of an international long haul journey; charter flights operated by Virgin Australia; and interline or codeshare flights operated by partner airlines. If you book a Virgin Australia flight in the same booking as another airline (whether they are a partner of Virgin Australia or not) you will earn based on total miles flown (TPM). Flights which are earned at TPM are not eligible for this Promotion. 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 are not eligible for this Promotion. 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.

Any eligible business flight booked and flown, during the Promotional Period, will equate to one (1) entry into the draw. Entry will be awarded into the draw once the eligible business flight has been flown by the Entrant.

A winner will be drawn at 11:00am AEDT on 23 November 2026 at Anisimoff Legal, Level 3, 162 Collins Street, Melbourne VIC 3000 and be notified in writing within seven (7) business days of the draw (Winner). The Winner's details (first initial, last name and postcode) will also be published on the [Velocity Frequent Flyer Promotion landing page](#) on 30 November 2026. The Winner may not substitute, assign, exchange, transfer or redeem the Prize for cash. The Velocity Member Terms and Conditions apply, available at <https://www.velocityfrequentflyer.com/content/TermsConditions/>. Full competition terms and conditions can be accessed at [Velocity Frequent Flyer Promotion landing page](#).

Permit numbers:

NSW Authority No. TP/01843. ACT Permit No. TP26/02166. SA Permit No. T26/1643.

By activating the 10 million Velocity points (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 who are associated with either a Virgin Australia Business Flyer or Corporate account between 12:01am AEST 21 September 2026 to 11:59pm AEST 02 November 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:

1. have activated the Velocity Frequent Flyer 10 million Velocity Points promotion outlined above, through the Velocity App or website or via a link contained within an email sent to the Velocity member; and
2. book at least one (1) Eligible Flight, and add a Velocity membership number to the booking before travel; and
3. fly on the Eligible Flight (outlined below) during the Promotion Period.

An Eligible Flight for the 10 bonus Points promotion:

d) 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 VAI-29 operated by Qatar Airways for Virgin Australia;

1. must be ticketed and flown during the Promotion Period in a fare class that normally accrues Velocity Points;

2. is not a Reward Seat, Virgin Australia Holidays by Hopper booked flight booking; Charter flight, or codeshare service marketed or operated by partner airlines; and
3. 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.

#Triple Points Offer Terms and Conditions

Promotion is valid from 12:01am AEST 21 September 2026 to 11:59pm AEST 2 November 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 at the start of the Promotion Period, your business must, during the Promotion Period:

1. Apply and be approved for a new Virgin Australia Business Flyer membership; and
2. 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:

1. Activate this offer through the activatable offer tile in the Business Booking Portal, and;
2. 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, with each leg of a return flight booking treated as a one-way flight, marketed and operated by Virgin Australia with a VA flight number, 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, Group and Charter flights; and
- booked through [virginaustralia.com](#) with the member's ABN recorded in the booking (ABN will be automatically populated for members with linked Velocity Frequent Flyer and Virgin Australia Business Flyer accounts, otherwise it must be added to the booking before travel), through the Business 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.

¹Europe early bird sale:

On sale from 12:01am AEST 6 October 2026 to 11:59pm AEST 30 October 2026, unless sold out prior. For travel on selected dates between 17 January 2027 to 14 March 2027 and 17 April 2027 – 8 June 2027 (inclusive), blackout periods apply. Sale fares are for return Economy Choice fares booked on [virginaustralia.com](#), on flights operated by Qatar Airways from Sydney, Brisbane, Melbourne, Perth and Adelaide, to selected European destinations via Doha. Sale destinations include Amsterdam, Athens, Barcelona, Paris, Dublin, Rome, London (Heathrow) and Manchester. Fares departing Brisbane to Barcelona are for travel from 21 April to 8 June 2027. Fares departing Melbourne to Barcelona are for travel from 17 April to 8 June 2027. Fares departing Perth to Barcelona are for travel from 26 January to 14 March 2027. Price is based on a return Economy Choice fare booked on [virginaustralia.com](#). Seats are limited and may not be available at peak times or on all flights. Return fares may vary with the addition of local taxes and charges or due to currency fluctuations. Fare inclusions (like different baggage allowances) and change and cancellation fare rules will be different depending on the partner airline operating your flight. See Virgin Australia's fares pages for information about fees and charges you may incur when you change or cancel your fare operated by a partner airline (<https://www.virginaustralia.com/au/en/travel-info/flying-with-us/fare-types/international-fares/>). You may also request a refund for other reasons, including under the Australian Consumer Law. Check your fare rules for more information. Full T&Cs at [www.virginaustralia.com](#).

²Qatar Airways Velocity Frequent Flyer promotion

To be eligible for the bonus Velocity Points promotion ("Bonus Points Offer"), you must: (1) activate this offer through the activation link contained in this email between 12:01am AEST 6 October 2026 and 11:59pm AEST 30 October 2026 inclusive ("Promotion Period"); (2) after activation, book an Eligible Flight during the Promotion Period; (3) add your Velocity membership number to your booking before travel; and (4) travel on the Eligible Flight booked in the Promotion Period between 12:01am AEST 17 January 2027 and 11:59pm AEST 31 October 2027 ("Travel Period"). An Eligible Flight is a Virgin Australia marketed international long haul flight, operated by Qatar Airways for Virgin Australia (with a VA flight number VAI-29), or a Qatar Airways marketed international long haul flight, operated by Qatar Airways for Virgin Australia (with a QR flight number QR8390-8409) between an Australian port and starting,

ending or transiting through Doha, Qatar, that normally earns Velocity Points. If you meet the Bonus Points Offer criteria, you will receive 3,000 bonus Points for a one-way Virgin Australia Economy Choice or Qatar Airways Convenience or Classic Eligible Flight, 6,000 bonus Points for a one-way Virgin Australia Economy Flex or Qatar Airways Economy Comfort Eligible Flight and 12,000 bonus Points for a one-way Virgin Australia or Qatar Airways Business Eligible Flight. The bonus Velocity Points will be awarded to the Velocity membership number listed in the Eligible Flight booking that meets the Bonus Points Offer criteria. The member details on the Velocity membership number must match the passenger travelling on the Eligible Flight booking. The Bonus Points 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 Business) will only attract bonus Velocity Points as originally booked and ticketed. Eligible Flights can be booked via the Virgin Australia website, the Virgin Australia Business Flyer booking portal, the Qatar Airways website or via a travel agent. Changes made within the Promotion Period to an existing booking originally made before the Promotion Period do not qualify the booking as an Eligible Flight. The Bonus Points Offer is awarded on a sector-by-sector basis. If you meet the Bonus Points Offer criteria, you should allow up to 2 weeks after your travel for the bonus Points to be allocated. [Additional airline partner](#) and [Velocity membership Terms and Conditions](#) apply.

³United Airlines Pilot Gold Offer

Offer available from 00:01 AEST 24 August to 11:59 AEST 30 November 2026. Travel between 17 December 2026 and 10 February 2027. Limited to the first 100 Velocity Frequent Flyer members who already hold Gold (or equivalent or higher) status with Qantas Frequent Flyer, Delta SkyMiles or American Airlines AAdvantage, apply for the offer by 11:59 AEST 30 November 2026 and satisfy the offer eligibility criteria. Full Terms and Conditions apply.

⁴Based on September 2026 Virgin Australia Agent Helpdesk data.