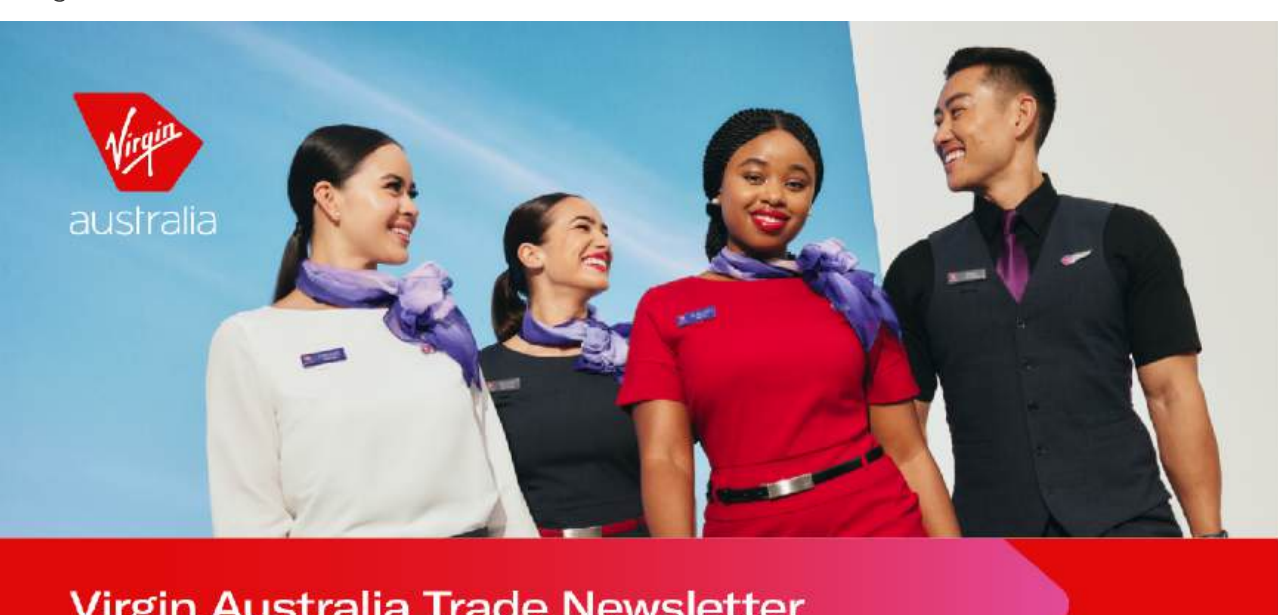




Virgin Australia Trade Newsletter

In this edition

- Fly Ahead on Flex is here! Double Points on Flex fares*
- Voting now open for 2026 NTIA
- General Booking and Ticketing Policy update
- Corporate travel insights
- Virgin Australia Business Flyer booking tip

June 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



*Subject to availability. Fly Ahead on Flex 700 seats only.

Flex your travel. Double your Points*

To celebrate Fly Ahead becoming available on eligible Economy Flex fares, **Virgin Australia Business Flyer members can earn Double Points for their business** for limited time on eligible Flex fares booked and flown between 13 July and 21 August 2026*.

Your customers can enjoy the flexibility of Fly Ahead on eligible Economy Flex fares, allowing them to request to change to an earlier same-day flight for free in the Virgin Australia app*.

[Learn more](#)

NTIA 2026

Voting is now open for the 2026 NTIA

Voting is now open for the 2026 National Travel Industry Awards (NTIA). We'd love your support in helping Virgin Australia take out:

Most Popular Airline – Online
Most Popular Reservations / Groups Team

We look forward to celebrating alongside all nominees and industry peers on the night.

[Vote now](#)

Policy updates

Updated General Booking and Ticketing Policy

An update to the General Booking and Ticketing Policy, effective 13 August 2026, includes key changes as highlighted below:

- **Duplicate Sectors & Travel via Point of Origin:** Clarified that travel via the Point of Origin on the same ticket is not permitted, including multiple sectors of the same city pair, in the same direction. An exception applies for domestic travel only: The same city pair can appear on a fare calculation line more than once on an exchanged or reissued ticket only if the original exchange coupon was a single pricing unit.
- **Voluntary Change Guidelines:** E-Tickets and EMDs must be used in sequential order.
- **Cancellation/Refund Guidelines:** Introduced a 13 month timeframe for submitting refund requests. Refund requests for domestic fare and taxes on tickets must be submitted within 13 months of the ticket's original date of issue. Refund requests for international fare and taxes on tickets must be submitted within 13 months of the ticket's original date of issue or 13 months of the voluntary exchanged date of issue. Refund requests submitted outside these timeframes will not be eligible for a refund and the ticket will be deemed expired, unless the Australian Consumer Law or any other applicable law entitles the Guest to a refund.

The updated policy is available on the Virgin Australia Agency Hub [here](#).

Product & Training



Corporate travel is changing. So are client expectations.

As businesses rethink what they value in travel, TMCs and travel consultants are playing a bigger role in choosing suppliers for travel programs. Discover how we're working closely with TMCs and customers to support business travel needs with the right corporate travel solutions.

[Learn more](#)

VABF booking tip: Adding the correct ABN

To ensure your Virgin Australia Business Flyer (VABF) customers receive their entitled discounts, Velocity Points and benefits, and to help avoid Agency Debit Memos (ADMs), please remember to use account code ACC99 when pricing all Virgin Australia marketed services and add the valid ABN via OSI to every VABF booking in the correct GDS format:

Amadeus: OS VA VACC/ABN

Galileo: SIVA*VACC/ABN

Sabre: 3OSI VA VACC/ABN

New feature: To ensure customers receive their entitled benefits and to reduce the risk of ADMs, we have introduced a new feature that will verify the ABN entered against all agency bookings. If an incorrect ABN is entered or an ABN is entered for a customer who is not a VABF customer, a message will be returned in the PNR advising the ABN entered is not valid and the correct ABN is required.

What should you do if you receive this message?

- If the customer has a VABF account, check the ABN entered is the correct ABN associated with the VABF account by referencing VABF communications where the ABN will be noted or contact businessflyer@virginaustralia.com.
- If the customer has a Corporate Air Agreement with Virgin Australia the ABN is not required and should be removed from the booking as per corporate fare instructions.

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 59 seconds.**

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](#)

Terms and Conditions

*Double Points on Flex Promotion is valid from 12:01am AEST 13 July 2026 to 11:59pm AEST 21 August 2026 (inclusive) (**Promotion Period**).

How your business can earn double Velocity Points on Eligible Flights:

If your business is not a member of Virgin Australia Business Flyer prior to the commencement 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 activation link [here](#); and
2. Book and fly on an Eligible Flight.

An Eligible Flight for the double Points Promotion is:

- an Economy Flex fare to fly on 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;
- booked, ticketed and flown during the Promotion Period;
- not a Reward Seat booking, 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).

Double 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. This offer can be amended, varied or withdrawn at any time. [Virgin Australia Business Flyer](#) and [Velocity Membership terms and conditions](#) apply.

***Fly Ahead:** Fly Ahead is available to eligible guests who have purchased an Economy Flex fare (excluding group or team travel bookings), and up to three accompanying guests travelling on the same booking, on eligible domestic Virgin Australia marketed and operated flights. Fly Ahead requests may only be made on the day of travel via the Virgin Australia app or at the airport and are subject to seat availability and operational requirements. The requested earlier flight must be on the same route and same day as the guest's original ticketed domestic Virgin Australia marketed and operated flight. Requests via the Virgin Australia app must be made at least 60 minutes before scheduled departure of the desired earlier flight, while the flight is still open for check-in. For flights between Brisbane, Sydney and Melbourne, eligible guests may request a flight departing up to 2 hours prior to their booked flight. For all other eligible domestic Virgin Australia flights, guests may request the first available flight prior to their booked flight. Requests at the airport must be made at least 40 minutes before scheduled departure of the desired earlier flight, while the flight is still open for check-in. Guests cannot request Fly Ahead if they have already checked in their baggage. If a Fly Ahead request is granted, and the guest and any accompanying guests (if applicable) are moved to an earlier Virgin Australia flight and select a seat of a lower value than originally purchased, no refund will be provided (unless they are entitled to a refund under Australian Consumer Law). Standard Economy Flex fare conditions continue to apply to all other booking changes and cancellations. See the [Fly Ahead on Flex Terms and Conditions](#) for more information.

**Based on June 2026 Virgin Australia Agent Helpdesk data.