



An update from Virgin Australia

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.

Travel 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 & selected Velocity 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 travel **before 2 February 2026**, the current carry-on baggage allowance rules will continue to apply:

Economy Class, Economy X, including Velocity Red or Silver members

1 standard bag (7kg total)

OR **2 small bags** (up to 7kg combined weight)
+ 1 personal item, placed under the seat in front.

Business Class & selected Velocity members

Up to 2 bags (up to 14kg combined weight)

+ 1 personal item, placed under the seat in front.

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](#)

Your customers can continue to enjoy baggage perks with Status

If your customers are Velocity Status members they can pack more and stress less with access to baggage benefits that make their journey even more seamless:



Complimentary checked baggage allowance

Receive a baggage allowance based on your fare type (excluding Economy Lite fares) and your membership level at the time of travel on Virgin Australia-operated domestic and international short-haul flights.

Silver & Gold: 2 x 23kg
Platinum: 3 x 23kg
Platinum Plus: 5 x 32kg



Additional carry-on baggage allowance

Gold, Platinum and Platinum Plus members can enjoy an additional carry-on baggage allowance when travelling in Economy on Virgin Australia-operated domestic and international short-haul flights.



Priority checked baggage

Gold, Platinum and Platinum Plus members will have their checked baggage delivered with priority to the arrivals carousel at their destination.

Plus, your customers can experience our other journey enhancements



On the ground:



Track your bag with the Virgin Australia app

Enjoy a seamless travel experience from check-in to arrival with the [Virgin Australia app](#). Our bag tracking feature* has achieved one of the lowest rates of mishandled bags worldwide, so your customers can rest easy*.



Digital boarding pass enhancements

Guests using Apple or Google Wallet will now benefit from real-time updates to their boarding pass, keeping them informed of important changes including gate updates, seat changes, and boarding times.



New airport experience coming soon

Exciting changes are coming to our major airports, starting from late 2025. Keep an eye out for announcements as we work to make your customers' airport experience more seamless than ever.



In the air:



Simplify travel expenses with digital receipts

Guests can now access digital receipts for onboard purchases via our [online portal](#) - just by entering their flight details and the last four digits of their card. It's a simple way to manage their travel expenses.



Pay with Points

Velocity Frequent Flyer members can now use their Velocity Points to pay for food and drinks from our onboard menu on selected Virgin Australia operated domestic and short-haul international flights*. [Learn more.](#)

Terms and Conditions

*Bag tracking now rolling out across the Virgin Australia network and available on selected routes. Must be connected to the internet to receive tracking updates and notifications. Check the Virgin Australia app for eligibility. The booking and carriage of Guests and baggage is subject to our [Conditions of Carriage](#) and [Fare Rules](#). Use of the Virgin Australia app is subject to our [Terms of Use](#).

*Based on the [SITA 2024 analysis](#): Virgin Australia tracked approximately 13 million checked bags in 2024 with approximately 1.89 mishandled bags per 1,000 passengers, below the global industry average of 6.3.

*Pay with Points is available for Velocity Frequent Flyer members ("Velocity Member") who use a linked Visa debit or credit card for purchases made from the Virgin Australia Onboard Menu on Virgin Australia operated domestic and short haul international flights (excluding flights to/from Doha and those operated by other airlines on behalf of Virgin Australia, including Link Airways). A minimum spend of \$1 and a maximum spend of \$200 per transaction applies. Purchases can take up to 5 business days to process. Use of Pay with Points is subject to the [Pay with Points T&Cs](#).