



australia

A new airport experience is coming



We strive to make your customers' journey wonderful long before they step on board

That is why Virgin Australia is reimagining the airport experience to make it faster, simpler, and more in the guest's control.

From May 2026, we're upgrading to a digital-first check-in experience for domestic travellers, **reducing check-in times by up to 50%**^{*}. This will enable our airport teams to better assist guests who need extra help.

More of the travel experience will happen in the Virgin Australia app - from checking in to managing bookings on the go. For more information, visit the Virgin Australia website below, or **download the flyer [here](#)**.

[Find out more](#)

Your customers' next domestic trip might look something like this:



Before arriving at the airport: Check in via the Virgin Australia app

Your customers can skip the queue and start their journey from the comfort of their home or hotel. From May 2026, Virgin Australia check-in kiosks across some major Australian Domestic airports will begin switching to bag tag printing only.

If your customers need assistance, our Guest Services Agents will be at the airport to lend a hand.



From the app: More ways for your customers to manage their trip with ease



Fly Ahead & Fly Later

Eligible Velocity members can request to change to an earlier[^] or later[~] same day domestic Virgin Australia operated flight to their destination via the Virgin Australia app when travelling on an eligible fare.



Fly earlier (complimentary)

To manage operations and ease congestion, we may offer guests the option to switch to an earlier same day flight to their destination via the Virgin Australia app, subject to seat availability[#].



Upgrade your flight

Guests can bid for Business Class directly from the Virgin Australia app with UpgradeMe Premium Bid up to 4 hours prior to departure¹, or premium extra leg room Economy X seating up to 2 hours prior to departure².



At the airport: Drop bags with upgraded automated bag drop

Bag drop will now be quicker than ordering a morning coffee at select airports with **Australian-first bag drop technology**, powered by advanced camera and barcode recognition.

Passengers flying from Sydney, Brisbane, Perth, Darwin, Mackay, or Sunshine Coast will be the first to experience the technology, with Melbourne, Adelaide, Launceston and Gold Coast airports also scheduled for upgrades.

Upgrades have already begun in some airports and will continue across major Australian Domestic airports during 2026 and 2027.



As part of these upgrades, from mid-June 2026, **Priority Check-in** will change to **Priority Bag Drop** across all Virgin Australia Domestic airports. This allows Business Class guests and Velocity Gold, Platinum and Platinum Plus members to fast-track the bag drop process³.



Customers travelling soon?

- 1. Check in online** before arriving at the airport (at least 30 minutes prior to departure)
- 2. Ensure carry-on baggage is within the 8kg allowance**
- 3. At the airport,** print a bag tag and drop checked baggage using the **automated bag drop** where available (at least 30 minutes prior to departure)
- 4. Look out for our Guest Services Agents** at the airport who are ready to assist



Your customers' ultimate travel companion

From booking to boarding, the Virgin Australia app now gives your customers' even more control of their journey at every step. **Try us now.**

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Terms and Conditions

^{*}Based on analysis of historical transaction time data compared with future state performance observed during a one-week live trial at Mackay Airport where the upgrades were deployed. The trial incorporated transaction timing analysis, user testing and behavioural observations across a sample of travellers, indicating check-in times of up to 50% faster.

[^]**Fly Ahead:** Platinum Plus and Business members may Fly Ahead when flying on Business, Economy Flex or Economy Choice, and Business or Economy Reward Seat fares on domestic Virgin Australia flights. Gold members may Fly Ahead when flying on Business or Economy Flex fares, and Business and Economy Reward fares on domestic Virgin Australia flights. Subject to seat availability. Requests must be made at least 40 mins before scheduled departure of the earlier flight at the airport, or 60 minutes before scheduled departure of the earlier flight via the Virgin Australia app, Guest Contact Centre or Priority Phone Service team. Additional terms and conditions available [here](#).

[~]**Fly Later:** Fly Later is available to Platinum Plus members and up to 3 accompanying guests (in the same booking) to request when flying on eligible domestic Virgin Australia marketed and operated flights (excluding Economy Lite, Group and Staff/Team travel bookings). The requested later flight must be on the same day and route as the original ticketed domestic Virgin Australia marketed and operated flight purchased. Subject to seat availability and operational requirements. Platinum Plus members may only request Fly Later on the day of travel, via the Virgin Australia app, Priority Phone Service team or at the airport. If requesting at the airport, Platinum Plus members must make the Fly Later request at least 40 minutes before scheduled departure of the original flight while the flight is still open for check-in. If requesting via the Virgin Australia app or Priority Phone Service team, Platinum Plus members must request Fly Later at least 60 minutes before scheduled departure of the original flight. Platinum Plus members may not request Fly Later if they have already checked in their baggage. If the Fly Later request is granted, and the Platinum Plus member and their accompanying guests (if applicable) are moved to a later Virgin Australia flight in a lower fare class than what was originally purchased, no refund of any fare difference will be provided (unless they are entitled to a refund under Australian Consumer Law). See [Membership Terms and Conditions](#) for more information on Fly Later.

[#]**Fly earlier (complimentary):** Fly earlier (complimentary) is available to eligible guests with a confirmed booking on Virgin Australia marketed and operated domestic flights. When offered, eligible guests may choose to move to an earlier flight on the same day to the same destination, free of charge. Offer is subject to operational requirements, availability and Virgin Australia's discretion, and may not be available on all flights or to all guests, even where seats are available. Not available on Virgin Australia short-haul international flights or Virgin Australia flights to Doha (operated by Qatar Airways for Virgin Australia). Fly earlier (complimentary) is a voluntary offer and can be declined by the eligible guest. If a booking includes multiple guests, the change will apply to all eligible guests on the booking. Fly earlier (complimentary) will be offered via the Virgin Australia App and guests must download the Virgin Australia App to receive and accept offers. Guests may be offered direct or connecting flight options, subject to availability. If an eligible guest accepts a Fly earlier (complimentary) offer and moves to an earlier flight in a lower cabin class or different seat type than originally purchased, no refund will be provided (unless they are entitled to a refund under the Australian Consumer Law). Velocity Points and Status Credits will be earned in accordance with the original booking. Once the offer is accepted, any further changes to the booking are subject to applicable Fare Rules. [Fly earlier \(complimentary\) Terms and Conditions apply](#).

¹**UpgradeMe Premium Bid:** Guests can place a bid to upgrade from eligible Economy fares (incl. Economy Lite) on eligible domestic and international short haul Virgin Australia marketed and operated flights. Bids are for a one-way sector. Subject to seat availability. Offers can be made up to 4 hours prior to scheduled departure via the Virgin Australia app or online. Additional terms and conditions available [here](#).

²**Economy X Bid:** Guests can place a bid to upgrade from eligible Economy fares on eligible domestic and international short haul Virgin Australia marketed and operated flights. Bids are for a one-way sector. Subject to seat availability. Offers can be made up to 2 hours prior to scheduled departure via the Virgin Australia app or online. Additional terms and conditions available [here](#).

³**Priority Bag Drop:** Priority Bag Drop is available for Business Class guests and Gold, Platinum and Platinum Plus Velocity members flying on Virgin Australia operated flights from selected domestic airports. Subject to availability. Priority Bag Drop may be facilitated at some ports via an automatic bag drop and at other ports via staffed service counters. Please ensure you download the Velocity Frequent Flyer App as a valid virtual or physical membership card needs to be presented to attain benefits.