



# An important Etihad Airways update

## Virgin Australia Trade Release

Virgin Australia and Qatar Airways have recently applied for approval for an integrated airline alliance. If approved, the proposed alliance will see us deepen our strategic partnership and deliver your customers with improved connectivity on a much wider network of destinations than is currently available.

Our current partnership with Etihad Airways will cease from 1 June 2025.

We are grateful to the Etihad Airways team for their partnership with Virgin Australia over the past 14 years. We will work closely with them and keep our agency partners and customers updated as we transition our partnership over the coming months.

## Changes to the Etihad Airways partnership

### **Bookings with Etihad Airways departing on or before 31 May 2025:**

There will be no impact to existing bookings and associated customer benefits for flights departing on or before 31 May 2025.

### **Bookings with Etihad Airways departing from 1 June 2025 onwards:**

- **Points and Status Credit Earn:** Velocity members will no longer earn Velocity Points or Status Credits when flying on Etihad Airways after 31 May 2025.
- **All other frequent flyer benefits:** Etihad Airways lounge access and status recognition will not be available for travel after 31 May 2025.
- **Date changes to travel:** Changes will be permitted up to 12 months from ticket issue, subject to availability. All travel must be completed by 31 May 2026.
- **Missing Points:** Provided your customer was a Velocity member at the time of travel, missing Points for eligible Etihad Airways flights taken on or before 31

May 2025 can be applied for retrospectively via the Velocity Frequent Flyer website no later than 31 December 2025.

For more information, please contact the Virgin Australia Agents Helpdesk on **13 67 37**.

### Travel benefits with Velocity's international airline partners

Your customers can earn Velocity Points when they fly with Virgin Australia and Velocity's international partner airlines including Qatar Airways, Singapore Airlines and United Airlines. Selected partners also offer Status Credit earn and additional benefits like priority check-in and boarding and additional luggage and lounge access based on your customer's individual Velocity membership level.\*

**Find out more**

**[Agency Hub](#) | [Contact Us](#) | [Privacy](#)**

Please add [trade.release@e.virginaustralia.com](mailto:trade.release@e.virginaustralia.com) to your address book.

You are receiving this message because you are a travel industry partner registered with Virgin Australia and you have agreed to receive trade releases or have otherwise told us you would like to receive trade releases. If you no longer wish to receive these messages from Virgin Australia, please [click here to unsubscribe](#). Please do not reply to this message.

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**

Velocity membership Terms and Conditions apply.

\*Points earn, Status Credit earn and other partner benefits vary for each airline partner. Exclusions and T&Cs apply. Check the individual airline partner's webpage on the Velocity website for more information.