



## Virgin Australia Trade Newsletter

### On-time performance you can count on

At Virgin Australia, we know your clients count on being on time. We've been Australia's most punctual major airline\* for four consecutive months, with 81.8% of scheduled domestic flights departing on time in March, according to the [Bureau of Transport Research and Economics report](#) released on 22 April 2025. We're proud to have achieved this result with a 4.5% increase in services compared to February 2025, to 395 daily flights in March.

Despite temporary disruption from Ex-Tropical Cyclone Alfred across key Queensland and Northern NSW airports which impacted flight completions for all major airlines broadly, Virgin Australia achieved a 98.8% scheduled domestic flight completion rate outside of this period - helping you keep your clients moving, seamlessly and on schedule.

### Thank you for your feedback

We truly appreciate our valued Agency Partners for taking the time to complete our recent survey. We're currently reviewing the results and taking action to improve your experience with us. If you have any additional feedback, we'd love to hear from you. Your input helps us continue to improve and deliver better experiences for all our Agency Partners.

[Submit feedback](#)



### Virgin Australia Masterclass: Seamless travel with Velocity Frequent Flyer

**Session date: Tuesday 20 May 2025, 10:00am-10.30am AEST**

Join a special education session where we provide an overview of the Velocity Program, as well as insights into the 2025 Program Changes.

[Register now](#)



### Experience elevated international travel

Thanks to Virgin Australia and Qatar Airways, Velocity Frequent Flyer members can access new benefits on Virgin Australia flights between Australia and Doha (VAI-29). New benefits include eligibility to upgrade to Business Class using Velocity Points from 1 July 2025, a complimentary USD\$20 food voucher for Doha airport and more.^

[Find out more](#)



## Policy Updates & Notices



### Last chance to win a trip to Doha and see Michael Bublé live

It's your last chance to win one of 12 exclusive tickets to see **Michael Bublé live in Doha this May 2025\***! For your chance to be in the running, simply:

- issue at least one ticket for flights on Qatar Airways (one way or return) departing from Australia (excluding group bookings and infant tickets) on 157 stock, with the Code QRVABUBLE included in the PNR, or;
- issue at least one ticket for flights departing from Australia to or via Doha (one way or return) with a Virgin Australia flight number (VAI-29) (excluding group bookings and infants) on 795 stock, with the Code QRVABUBLE included in the PNR.

**Hurry, promotion ends 30 April 2025.**

[Find out more](#)

### Updated Policies

**Base Commission Point of Sale Australia:** Effective 23 April 2025, our [Base Commission structure for Point of Sale Australia](#) has changed. In alignment with Virgin Australia's focus on Fare Brand Families, our commission policy is now based on Fare Brands rather than booking classes. Please refer to the Agency Hub for the updated policy.

**General Booking and Ticketing:** Please refer to the Agency Hub for our newly combined [General Booking and Ticketing Policy](#).

### Codeshare expansions

#### New Qatar Airways codeshare destinations available

Virgin Australia marketed, Qatar Airways operated codeshare has expanded to Almaty (Kazakhstan) & Marrakesh (Morocco).

#### Direct flights from Adelaide to San Francisco available

Our partnership with United Airlines has expanded, with your South Australian customers now able to fly to America's cultural heartland thanks to a new direct service from Adelaide to San Francisco, launching on 11 December 2025. The 15-hour direct flight, aboard a Boeing 787-9 Dreamliner, will operate three times a week until March next year, with seats now on sale via your GDS. This new route further strengthens our extensive codeshare network with United Airlines, giving Virgin Australia customers even greater access across North America.

[Learn more](#)

### Stopover in Bali to or from Europe

Travel agents can issue tickets to Europe on Virgin Australia and Qatar Airways with a stopover enroute in Bali. This option is available for itineraries originating in SYD, MEL or BNE. This is available on a VA code to Bali and onwards to DOH, and either a QR or VA flight number onwards to Europe.

### Reminder: Corporate name changes

To take advantage of the free name change on corporate fares, the original ticket must contain a /CO /GV ticket designator or have WG at the end of the fare basis on every coupon. If the ticket is combined with a fare that is not a corporate fare, then the name change fee must be collected. Please see the [Domestic Corporate and Government Name Change Policy](#) for full information regarding fare combinability when utilising corporate fares.

### Reminder: Choice fare reissuing

All Choice fares must be reissued and applicable change fee collected. Please note that any tickets revalidated instead of reissued will result in ADMs being issued.



### Did you know?

Sydney T2 Domestic is undergoing major upgrades from 1 May 2025 – make sure your customers arrive with sufficient time. [Learn more here.](#)

### FAQs

#### What should I know when combining different fare brands in one booking?

When different fare brands are combined, some fare rule categories will apply the most restrictive fare rules to all fare components of a booking. Always check the rules of each sector of your ticket to determine what the most restrictive ruling is and then apply this. For detailed examples and further guidance, please refer to section 2.2 of the [General Booking and Ticketing policy](#).

[Learn more](#)

### 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

\*Major Australian airlines include Virgin Australia, Qantas, Jetstar. Data according to [BITRE's March 2025 report](#).

\*Competition starts at 9:00am AEDT on 1 April 2025 and ends at 23:59pm AEST on 30 April 2025 (Promotional Period). To enter the Promotion, Participants must either issue at least one ticket for eligible flights on Qatar Airways (157 ticket stock) or Virgin Australia (VAI-29, 795 ticket stock) departing from Australia (excluding group bookings and infant tickets), with the Code QRVABUBLE included in the PNR. One entry will be awarded to a Participant for each Eligible Booking the Participant makes during the Promotional Period. T&Cs apply, view at <https://www.virginaustralia.com/content/dam/vaa/documents/agency-hub/AU-QRVA-Trade-Incentive-Terms-and-Conditions.pdf>.

\*Disclaimer: USD\$20 voucher is available for travel before 12 June 2026 per Velocity member, and Velocity number must be added to booking prior to check-in. Vouchers are for selected outlets and cannot be combined. Business Class upgrades using Points are available from 1 July 2025, for upgrades from Economy Flex for all members, and are subject to availability. Points upgrades, voucher and Velocity membership T&Cs apply.