



Virgin Australia Trade Newsletter

Hot off the runway



Virgin Australia launches its first international service from Canberra

Virgin Australia will add more than 40,000 seats each year between the nation's capital and one of Australia's most popular international holiday destinations, with direct flights from Canberra to Bali launching on 22 June 2026.

[Read more](#)



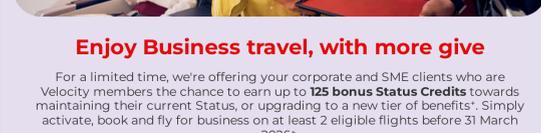
The most reliable domestic airline in 2025*

According to data published by the Bureau of Infrastructure and Transport Research Economics, Virgin Australia had the lowest average cancellation rate of all major Australian airlines in December[†] and across 2025[‡], delivering greater reliability for your client's travel.

Virgin Australia extends Pets in Cabin flights trial

Virgin Australia has announced the extension of its Pets in Cabin trial, with flights now available to book between Melbourne and the Gold Coast and Melbourne and the Sunshine Coast until 30 June 2026[†]. Additionally, eligible cats will be permitted to travel on all Pets in Cabin flight services, having previously been limited to flights between Melbourne and the Sunshine Coast.

[Find out more](#)



Enjoy Business travel, with more give

For a limited time, we're offering your corporate and SME clients who are Velocity members the chance to earn up to **125 bonus Status Credits** towards maintaining their current Status, or upgrading to a new tier of benefits[†]. Simply activate, book and fly for business on at least 2 eligible flights before 31 March 2026[†].

Plus, if your SME clients join Virgin Australia Business Flyer[®] and fly 2 or more times by 31 March 2026, they could earn up to **\$1,000 Travel Credit**[†]. Joining is free, all they need is their ABN to get started and earn even more rewards.

[Learn more](#)

Product & training

Upcoming planned United Airlines outage impacting the selling of, servicing and check-in for all VA marketed & UA operated services

This outage is expected to occur between 17:00 and 21:00 AEST today, 4 February 2026. During this time, technical links between United Airlines and Virgin Australia booking systems will be down. Please visit the [Virgin Australia Agency Hub](#) for more details.

VABF booking tip: Don't forget to add in the correct ABN

To make sure your Virgin Australia Business Flyer (VABF) customers receive their entitled discounts, Velocity Points and benefits and to help you steer clear of Agency Debit Memos (ADMs), follow these two essential booking rules:

- 1. Always include the account code on all VABF Tickets**
 - Use account code ACC99 when pricing all Virgin Australia marketed services — this ensures correct discounting and accurate reporting.
 - This rule applies even when booking fares that do not attract a VABF discount.
- 2. Enter a valid ABN in every VABF PNR**
 - The ABN entered must match the one the customer used to register for the VABF program.
 - Be sure to use the correct format for your GDS:
 - Amadeus: OS VA VACC/ABN
 - Galileo: SIVA*VACC/ABN
 - Sabre: 3OSI VA VACC/ABN

Need support to update or check details to ensure you are using the correct ABN? Contact us at businessflyer@virginaustralia.com or call **1300 246 498**

Reminder: Ensure passenger names are correct on all bookings

Our airport check-in teams have reported an increase in guests arriving with booking names that do not match their government issued identification. If a passenger presents at the airport with a name that does not exactly match their government issued identification details, the booking must be corrected by their travel agent prior to travel. Virgin Australia is unable to process name corrections at the airport for third-party bookings, and resolving this on the day may result in missed flights or unnecessary fees.

To avoid disruption, please ensure all passenger names are entered exactly as they appear on the customer's government issued identification at the time of booking. For more information, please refer to the [General Booking and Ticketing Policy, section 5.3](#).

Policy updates

Changes to carry-on baggage allowance are here

Effective from **2 February 2026**, Virgin Australia has changed 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.

The following changes are now in effect:

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 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](#)

Velocity Frequent Flyer



Final days to earn double Velocity Points with Air New Zealand²

Your customers can explore Auckland, Wellington or Christchurch on an eligible Air New Zealand operated flight with a VA flight number and earn double Points². Simply ensure they activate the offer and book by 5 February 2026, for travel between 1 March and 30 June 2026.

[Learn more](#)

FAQs and Troubleshooting

Groups extended after hours support

Our dedicated Groups team is here to support you, providing tailored solutions for groups of 10 or more guests travelling together. To better assist you and your team, we've extended our after hours support coverage.

Operating hours: Mon-Fri: 8:30am - 5:00pm (AEST)
After hours support: Mon-Fri: 4:00am - 8:30 am, 5:00pm - 11:00pm and Sat-Sun: 4:00am - 11:00pm (AEST)

To find out more call **13 67 00** or email group.sales@virginaustralia.com.

Guest check-in issues resolved

We would like to advise that the error which stated a payment was due for standard seating during check-in has now been resolved for any bookings made on or after 13 January 2026. For bookings made before this date, to resolve the issue please remove and readd the standard seat selection for all sectors in the booking.

GDS users may observe a \$0 ancillary in the booking, but our solution will ensure this is updated to HK ancillary within 5 minutes, ending the booking.

For more information on seat selection on Virgin Australia's flights please see the [Virgin Australia Seating Policy](#) on the Agency Hub. If you are still experiencing any issues, contact the Virgin Australia Industry Support team at **13 67 37** or email va.agentshelpdesk@virginaustralia.com.

What should I do when a customer is affected by a Planned Schedule Change?

Travel agents should follow the process outlined in the [Virgin Australia Schedule Change Policy](#). The policy details when you can reissue, rebook, or offer alternatives, depending on the type of fare and the nature of the change.

Terms and conditions

[†]Based on data published by the Bureau of Infrastructure and Transport Research Economics (BITRE) in the report titled 'Airline On-Time Performance Statistics - Monthly Summary - December 2025' released 22 December 2025 and available [here](#). According to BITRE, Virgin Australia recorded a 0.9% cancellation rate for domestic flights in the month of December 2025. Major Australian airlines include Virgin Australia, Qantas, and Jetstar.

[‡]Based on an average of the monthly, domestic flight cancellation rates published by BITRE in its 'Airline On-Time Performance Monthly Reports' for each month for the period January 2025 to December 2025, available [here](#). Virgin Australia recorded the lowest average cancellation rate of 1.7% per cent across scheduled domestic flights for the full calendar year. Major Australian airlines include Virgin Australia, Qantas, and Jetstar.

¹Subject to final airport approval.

²Up to **125 Status Credits** offer: Promotion is available between 12:01am AEST 12 January 2026 to 11:59pm AEST 31 March 2026 (inclusive) (Promotion Period).

To be eligible for the Velocity Frequent Flyer bonus Status Credits promotion, travellers must, during the Promotion Period:

- Be flying for work as either a Virgin Australia Business Flyer member, or a Corporate Traveller (see further detail in Eligible Flights section below);
- Be a member of the Velocity Frequent Flyer program;
- Activate this offer in the Velocity App or website or via a link contained within an email sent to the Velocity member;
- Book two (2) or more Eligible Flights, and add their Velocity membership number to the bookings before travel; and
- Fly on the Eligible Flights (outlined below).

Bonus Status Credits are tiered according to the number of flights booked and flown within the Promotion Period. The bonus Status Credits will be awarded at the conclusion of the campaign based on the total flights flown during the Promotion Period as set out below:

Number of Eligible Flights booked and flown during the Promotion Period	Bonus Status Credits awarded
1	Nil
2	45
3	65
4	85
5	105
6+	125

An Eligible Flight for the bonus Status Credits promotion is:

- a one-way domestic or short-haul international flight marketed and operated by Virgin Australia with a VA flight number excluding Virgin Australia flights VA1-29 operated by Qatar Airways for Virgin Australia;
- ticketed and flown during the Promotion Period in a fare class that normally accrues Status Credits; and
- not a Reward Seat booking, Charter flight, or codeshare service marketed or operated by partner airlines.

For Virgin Australia Business Flyer (VABF) flights:

- In addition to the criteria in (a)-(c) above, a flight booked through virginaustralia.com, through the Virgin Australia Business Flyer Booking Portal or via the VABF member's nominated Travel Management company;
- the VABF account must be active at the time of booking; and
- if booking through virginaustralia.com, the VABF member's ABN must be added to the booking before travel.

For Corporate Travellers:

- In addition to the criteria in (a)-(c) above, a flight booked with a Travel Management Company and ticketed with a Corporate IATA code.

Bonus Status Credits will be earned in addition to base Status Credits earned. Please allow up to 6 weeks after the Promotion Period to be awarded the bonus Status Credits to your Velocity Frequent Flyer account. [Velocity membership T&Cs](#) apply.

[Find out more](#) about how to maintain or upgrade your Velocity Status. Any Status Credits earned are subject to expiry after 12 months from earn. Additional [Status Terms and Conditions](#) apply.

By activating the bonus Status Credits promotion outlined above, travellers will be automatically opted in to the below 10 bonus Velocity Points promotion.

The 10 bonus Points promotion (**Offer**) is valid for Velocity Frequent Flyer members between 12:01am AEST 12 January 2026 to 11:59pm AEST 31 March 2026 (inclusive) (**Promotion Period**). To be eligible to receive the 10 bonus Velocity Points promotion per eligible flight (see definition of an eligible flight below), you must be a Velocity Frequent Flyer member and, during the Promotion Period:

- have activated the Velocity Frequent Flyer bonus Status Credits promotion outlined above, through the Velocity App or website or via a link contained within an email sent to the Velocity member;
- Book two (2) or more Eligible Flights, and add a Velocity membership number to the bookings before travel; and
- Fly on the Eligible Flights (outlined below) during the Promotion Period.

An Eligible Flight for the 10 bonus Points promotion:

- is a one-way domestic or short-haul international flight marketed and operated by Virgin Australia with a VA flight number excluding Virgin Australia flights VA1-29 operated by Qatar Airways for Virgin Australia;
- must be ticketed and flown during the Promotion Period in a fare class that normally accrues Velocity Points;
- is not a Reward Seat booking, Charter flight, or codeshare service marketed or operated by partner airlines; and
- cannot be combined in the same booking as a partner or non-partner operated flight.

There is no limit on the number of times this Offer can be redeemed during the Promotion Period. Where multiple guests are listed on the same booking, only those guests who satisfy the above eligibility criteria are eligible for this Offer. Bonus Velocity Points will be earned in addition to base Velocity Points earned. You should allow up to 6 weeks after satisfying the above eligibility criteria for the bonus Velocity Points to be allocated. [Velocity membership Terms and Conditions](#) apply.

[®]Virgin Australia Business Flyer membership is available to businesses with an active ABN/ACN and an Australian business address that spend less than \$300K per annum on flights with Virgin Australia and eligible airline partners. The business cannot be a travel agent, travel management company, travel wholesaler, air travel consolidator or anyone re-selling air travel. For more information, please see the [Virgin Australia Business Flyer Terms and Conditions](#).

[†]**Travel Credit promotion (offer)** is available between 12:01am AEST 12 January 2026 to 11:59pm AEST 31 March 2026 (inclusive) (Promotion Period).

For your business to earn up to \$1,000 Travel Bank Credit, during the Promotion Period its nominated representative must:

- Successfully sign the business up to Virgin Australia Business Flyer; and
- Book and fly by 31 March 2026 on:
 - 2 Eligible Flights, to receive \$50 in Travel Bank credits;
 - a further 6 Eligible Flights to receive an additional \$150 in Travel Bank credits;
 - a further 12 Eligible Flights to receive an additional \$300 in Travel Bank credits;
 - a further 20 Eligible Flights to receive an additional \$500 in Travel Bank credits.

An Eligible Flight for the Travel Credits promotion is:

- a one-way domestic or short-haul international flight marketed and operated by Virgin Australia with a VA flight number, excluding Virgin Australia flights VA1-29 operated by Qatar Airways for Virgin Australia;
- ticketed and flown during the Promotion Period;
- not a Reward Seat booking or codeshare service marketed or operated by partner airlines; and
- booked through virginaustralia.com (with the member's ABN added to the booking before travel), through the Virgin Australia Business Flyer Booking Portal or via the member's nominated Travel Management company.

Travel Bank credit is not redeemable for cash, expires 90 days after allocation and is subject to the [Travel Bank terms and conditions](#). The Travel Bank credit can only be applied towards the base fare of a flight. Taxes, fees, carrier charges and flight extras fees (if applicable) are payable in addition to the Travel Bank credit redeemed.

Please note that Travel Bank credit can only be combined with a credit or debit card as another form of payment. The Travel Bank credit cannot be transferred to another Virgin Australia Business Flyer account. This incentive can only be earned once during the Promotion Period. Please allow up to 6 weeks after the Promotion Period for the Travel Bank Credit to be allocated to the Virgin Australia Business Flyer member's Travel Bank.

[Virgin Australia Business Flyer terms and conditions](#) apply.

²To be eligible for the Double Velocity Points promotion (Offer), you must:

- activate this offer through the activation link contained in this email between 12:01am AEST 27 January and 11:59pm 5 February 2026 inclusive (Promotion Period);
- book an eligible flight operated by Air New Zealand with a VA flight number during the Promotion Period;
- travel on an Eligible Flight between 1 March 2026 and 30 June 2026 inclusive (the Travel Period) and (4) enter and have a valid Velocity membership number in the booking before you fly.

An Eligible Flight is a flight operated by Air New Zealand and marketed by Virgin Australia (VA), where Velocity Points can normally be earned. Air New Zealand services marketed or operated by other partner airlines are ineligible. The bonus Velocity Points will be credited to the Velocity membership account entered before you fly and must be the passenger travelling on the Eligible Flight. There is no limit on the number of times this Offer can be redeemed. Where multiple guests are listed on the same booking, only those guests who satisfy the above eligibility criteria are eligible for this Offer. Members will not receive bonus points if they make a missing points claim after the travel period ends. Bonus Velocity Points will be earned on base Velocity Points earned. Silver, Gold, Platinum and Platinum Plus members will receive double tier bonus Velocity Points as part of this offer. Any upgrades (other than when you paid the full commercial fare) will not attract bonus Points as a result of this offer. Points offer cannot be used in conjunction with any other offer or promotion. Flights can be booked via the Virgin Australia website or your local travel agent. Bonus Velocity Points are awarded on a sector by sector basis. You should allow up to 4 weeks after your travel for the bonus Velocity Points to be credited. [Velocity Membership terms and conditions](#) apply.