



Virgin Australia Trade Newsletter

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Hot off the runway

Earn **bonus Status Credits** on flights

Even the ones you've already taken*



From boardrooms to beaches, your customers can earn Status Credits when they fly

Have you heard? We've expanded our Business Travel bonus Status Credits offer to all eligible Virgin Australia flights booked and flown between 12 January 2026 and 31 March 2026.

Whether flying for a meeting or a mojito, your customers can earn up to **125 bonus Status Credits** if they activate, book and fly 2 or more times on eligible Virgin Australia flights by 31 March 2026.*

[Learn more](#)



Australia's most reliable airline of 2025* leads operational performance in January*

Virgin Australia recorded the highest on-time performance and lowest cancellation rate of the major Australian airlines in January*. This follows on from last year with Virgin Australia recording the lowest average cancellation rate of all major Australian airlines in 2025*, according to data published by the Bureau of Infrastructure and Transport Research Economics.

[Read more](#)

Policy updates

Qatar travel disruption information

For guests impacted by the closure of Doha airport, please refer to the commercial policy located on the Virgin Australia Agency Hub [here](#).

[Read policy](#)

i Virgin Australia Business Flyer booking requirements

Don't forget to enter the correct ABN and account code on every booking for your VABF customers. Use ACC99 for all Virgin Australia marketed services and ensure the ABN matches the customer's VABF registration to avoid ADMs and ensure discounts and Velocity Points are applied.

Looking for a policy?

Please refer to the Agency Hub for all commercial policies and guides.

[Find out more](#)

Industry news

The Travel Gap takes flight

Virgin Australia is delighted to be named the Official Domestic Airline Partner for The Travel Gap - an ongoing initiative between ATIA and My First Job, offering a 29+ week program designed to inspire and attract the next generation into the travel sector. This new partnership will enhance the program by helping facilitate the 'gappers' movement around the country.



[Learn more](#)

Alliances

Air New Zealand Auckland Lounge access

Eligible customers travelling on a Virgin Australia marketed flight operated by Air New Zealand will now have access to Air New Zealand's Auckland International Lounge. Eligibility includes Business Class passengers, as well as Velocity Platinum Plus, Platinum and Gold members. Air New Zealand lounges are also available in Wellington, Christchurch, Sydney, Melbourne, Brisbane and Perth.

To access these lounges, customers must present their physical or digital Velocity Frequent Flyer membership card. For eligible customers departing from Gold Coast or Adelaide, lounge access will be provided at the Virgin Australia Lounge*.

[Learn more](#)

Link Airways launches new route: Canberra to Launceston

From 6 May, Link Airways will be flying direct between Canberra and Launceston. Book now with Link Airways on a Virgin Australia flight number and your customers can earn Velocity Points, Status Credits, and enjoy tiered member benefits when they travel.

[Learn more](#)

FAQs and Troubleshooting

What if I need to change the name on my booking but seats are not available to rebook?

If inventory is not available when creating a new booking for the new traveller, you will need to waitlist the booking in J or Y class on the same flight. Once both bookings exist, contact Virgin Australia Industry Support and provide the original PNR and the new PNR. Industry Support will assist with progressing the changes to inventory where required. Once seats have been confirmed in the new PNR, the agent must collect the Reissue Fee, any Fare Difference, and additional taxes. All domestic voluntary changes require repricing at current fare levels. If the new fare is lower, any remaining value from the original ticket is forfeited in line with fare rules.

Reminder: Name changes are not permitted on international itineraries.

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

*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 - January 2026' released 20 February 2026 and available [here](#). According to BITRE, Virgin Australia recorded a 0.9% average cancellation rate and averaged 82.3% for on-time arrivals and 82.7% for on-time departures for domestic flights of major Australian airlines in the month of January 2026. 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% across scheduled domestic flights for major Australian airlines the full calendar year. Major Australian airlines include Virgin Australia, Qantas, and Jetstar.

Up to 125 Status Credits offer: Velocity Frequent Flyer bonus Status Credits promotion (offer) 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 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 flight marketed and operated by Virgin Australia with a VA flight number excluding Virgin Australia flights VAI-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 airline.

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 update your Velocity Status Credits earned are due 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 VAI-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](#).

*Business Class and Velocity Platinum Plus, Platinum and Gold members are eligible to access the Air New Zealand lounges when travelling on a Virgin Australia marketed flight operated by Air New Zealand. Eligible members must present their boarding pass and their physical or digital Velocity membership card. Eligible members travelling on a Virgin Australia marketed flight operated by Air New Zealand departing from the Gold Coast or Adelaide will have access to the Virgin Australia domestic lounge. Access is subject to [Virgin Australia's Lounge Terms and Conditions](#), capacity, and operating hours. Eligible members will have access to Air New Zealand Lounges in the following international airports before their Trans-Tasman flight, when travelling on a Virgin Australia marketed flight operated by Air New Zealand: Auckland, Wellington, Christchurch, Sydney, Melbourne, Brisbane, Perth. Access subject to space availability, operating hours and Air New Zealand's Lounge Terms and Conditions, which can be viewed on the partner airline's website. For more information, refer to www.virginairline.com.au/en/travel-info/at-the-airport/lounge/international/air-new-zealand/.