



Virgin Australia Trade Newsletter

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Check out our topical talking points for you to include in your customer meetings this month, including on time performance, news and more.

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Hot off the runway



Winners of World's Best Cabin Crew

For an eighth year running, Virgin Australia has won World's Best Cabin Crew in the AirlineRatings.com World's Best Airlines Awards for 2026. Virgin Australia also ranked third globally in the World's Best Hybrid Airlines category.

[Read more](#)



Milestone 150th Boeing 737 unveiled

Virgin Australia has unveiled its first-ever retro livery, celebrating the airline's heritage while signalling continued growth and confidence in its future. Named 'Lake Centenary', it's the airline's 150th 737 aircraft since Virgin Blue's launch in 2000, and the 100th 737 in Virgin Australia's current fleet.

[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](#)

Looking for a policy?

Visit our Agency Hub for updated commercial policy guides, clue cards and resources to help support you. If you'd like to speak with one of our expert team, contact the Agent Helpdesk on **13 67 37** or email va.agenthelphdesk@virginaustralia.com.

[Visit the Hub](#)



Did you know? Our Agent Helpdesk phone calls are answered in an average of 69 seconds, and emails are responded to within 2 business days.*

Product & Training

Are you claiming your commission correctly?

Trade Partners that do not have a Commercial Sales Agreement with Virgin Australia should refer to our [Base Commissions Point of Sale Australia](#) policy to ensure commission is being claimed correctly. For Agency Partners that do have a Commercial Sales Agreement with Virgin Australia, please contact your ticket centre to ensure you are aware of the correct commission permitted.

If a ticket consists of a combination of booking classes, the lower commission level will apply to the entire ticket. All fares issued outside Australia attract a 0% commission rate. If a commission is incorrectly claimed, an ADM will be raised for commission recall, along with a \$50.00 ADM fee.

Alliances

Virgin Australia launches codeshare flights to India with Singapore Airlines

Virgin Australia has launched codeshare flights to India in partnership with Singapore Airlines, extending our network to eight destinations: Ahmedabad, Bengaluru, Mumbai, Kochi, Delhi, Hyderabad, Chennai, and Kolkata. Enjoy

seamless connections, through check-in, and Velocity Frequent Flyer benefits for members on eligible fare classes. Available to sell now via your GDS.

FAQs and Troubleshooting

Need help pricing Virgin Australia fares in your GDS?

Use our [GDS Pricing with Branded Fares Clue Card](#) for the correct branded fare modifiers and pricing entries by GDS.

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