

An Overview of the Virgin Australia accelerate program

Q1. What is Virgin Australia accelerate?

Answer: accelerate is Virgin Australia's corporate air travel program that rewards Australian and New Zealand registered companies that spend up to \$300,000 in a 12-month contract period on air travel with Virgin Australia and our international accelerate partner airlines; Delta Air Lines, Virgin Atlantic and Etihad Airways (if booked as a codeshare flight with a 'VA' flight number). See accelerate [terms and conditions](#) for more information.

Q2. Who can join the Virgin Australia accelerate program?

Answer: Any Australia or New Zealand registered company with an ABN or New Zealand Business Number.

Q3. Does it cost anything to join the Virgin Australia accelerate program?

Answer: No, there is no upfront or ongoing cost to join the Virgin Australia accelerate program.

Q4. How can I get in contact with the Virgin Australia accelerate team?

Answer: You can contact the Virgin Australia accelerate account management team via phone on 1300 246 498 for Australia and 0800 446 857 for New Zealand, or via email on accelerate@virginaustralia.com. The accelerate team can be contacted during business hours Monday to Friday from 8:30am to 5:00pm AEST or 9:00am to 6:00pm ADST during daylight savings.

Q5. Where do I find the latest terms and conditions of the Virgin Australia accelerate program?

Answer: You will find the latest terms and conditions of the accelerate program on our website. Please visit www.virginaustralia.com/accelerate and click on the highlighted [Terms and Conditions](#).

Q6. Can I, as the corporate travel agent, enrol my client to the Virgin Australia accelerate program?

Answer: No, your clients will need to complete the [online application form](#) themselves. We require clients to agree to the Virgin Australia accelerate terms and conditions, because it is a legal agreement between Virgin Australia and the corporate customer stipulating the rights and obligations of both parties.

The benefits of the Virgin Australia accelerate program

Q7. What are the benefits of the Virgin Australia accelerate program?

Answer: The Virgin Australia accelerate program rewards your client in a number of ways including a Point of Sale Discount, annual Travel Credit (subject to the achievement of applicable expenditure criteria), reduced Virgin Australia Lounge memberships and Velocity Pilot Gold memberships.

Fare Advantage

Your clients have immediate access to Fare Advantage Discounts (Point of Sale Discount) on selected Virgin Australia flights that are operated by Virgin Australia, Delta Air Lines and Etihad Airways when flying in selected Business Saver, Premium Economy and Flexi fare classes. See [accelerate terms and conditions](#) and the [Virgin Australia accelerate website](#) for more information.

Travel Credit

When your client spends a minimum of \$20,000 in a 12 month period on air travel with Virgin Australia and our international accelerate partners; Virgin Atlantic, Delta Air Lines and Etihad Airways (booked as a codeshare on a 'VA' flight number), they are eligible to earn an accelerate Travel Credit which can be redeemed via the Virgin Australia website for travel on Virgin Australia and our international accelerate airline partners; Virgin Atlantic, Delta Air Lines and Etihad Airways (if booked on a VA flight number). See [accelerate terms and conditions](#) for more information.

The table below outlines the relevant accelerate Travel Credit provided, which is based on Flown Expenditure:

Annual Flown Expenditure tiers (AUD/NZD)	Virgin Australia annual travel credit %*
Tier 1 20,000+	2.0%
Tier 2 50,000+	3.0%
Tier 3 100,000+	3.5%
Tier 4 150,000+	4.0%
Tier 5 200,000+	4.5%
Tier 6 250,000+	5.0%

*Provision of the Travel Credit is subject to the accelerate terms and conditions.

Lounge Membership Benefit

Accelerate members can also take advantage of our reduced lounge membership rates, which are exclusive to our Virgin Australia accelerate clients.

The table below details the current lounge rates for our accelerate clients:

	Joining Fee (AUD)	Membership/Renewal (AUD)
Virgin Australia accelerate Lounge Rate	280	350
Public Lounge Rates	330	420

For up to date information on Virgin Australia lounge rates for accelerate clients please visit the [Virgin Australia accelerate website](#) for more information.

Complimentary Velocity Pilot Gold Membership

Upon reaching \$2,000 Flown Expenditure in the first three months from the Commencement Date of your clients accelerate agreement; your client is eligible to receive two complimentary Velocity Pilot Gold Memberships.

The 3-month complimentary Velocity Pilot Gold Membership includes the following benefits:

- Priority Check-in and Priority Boarding when your client travels with Virgin Australia
- Access to over 150 lounges around the world
- Access to Brisbane and Sydney lounge Premium Entry (carry-on baggage only) and Premium Valet

See Velocity [terms and conditions](#) for more information.

The complimentary Velocity Pilot Gold Membership is valid for 3 months from the date of activation. Each traveller will have 3 months from activation to earn 80 status credits and fly 1 eligible sector (a flight booked and operated by Virgin Australia) to then maintain gold status for a further 12 months.

Q8. When will my clients receive information about their accelerate Travel Credits?

Answer: At their annual contract anniversary we will provide your client with a 12-month statement outlining their eligible expenditure and their accelerate Travel Credit for the previous contract year. The 12-month travel credit information will be provided to your clients no later than 60 days after their annual anniversary date.

The accelerate Travel Credit is self-managed via a travel bank account on the Virgin Australia website. All credits have a 12-month expiry date from date of issue.

Q9. Does my clients accelerate Travel Credit expire?

Answer: Yes, the accelerate Travel Credit is valid for 12 months from the date of issue. After the 12-month period, any funds left in the accelerate Travel Credit account will expire and cannot be reinstated.

General questions about the Virgin Australia accelerate program

Q10. Does each traveller continue to earn Velocity Points and Status Credits when I booked using their Virgin Australia accelerate account?

Answer: Yes, all travellers that are booked under the Virgin Australia accelerate program continue to receive all their Velocity Frequent Flyer program benefits, including earning Velocity Points and Status Credits.

Q11. Can the clients ABN or NZBN be added to any past bookings where the OSI was not input at time of booking?

Answer: You will have 7 days post travel to input the ABN or NZBN via OSI.

Q12. Do group or conference bookings made via Virgin Australia's groups and conferences department count as eligible expenditure under the accelerate program?

Answer: Any bookings created via our groups and conferences team will not count as eligible expenditure for your clients accelerate Travel Credit, as groups and conference fares already offer greater value and flexibility than published fares or Fare Advantage fares.

Q13. My client has just joined the accelerate program. Can any bookings I have booked prior to this be counted as eligible expenditure?

Answer: No, only bookings from the first day of the following month will count towards the Flown and Eligible Expenditure. See accelerate [terms and conditions](#) for more information.

Once your client has joined the Virgin Australia accelerate program and has been approved we will provide you with an account code to access Fare Advantage discounts.

Q14. I am having problems with the Virgin Australia accelerate Lounge Benefits, What do I do?

Answer: For any Virgin Australia accelerate Lounge enquiries, please contact us at accelerate@virginaustralia.com or via phone on 1300 246 497 for Australia or 0800 446 857 for New Zealand.

Q15. Can my client's accelerate Travel Credit be used for any guest on any Virgin Australia flight?

Answer: Yes, the accelerate Travel Credit can be redeemed via the Virgin Australia public website by any person on a domestic or international Virgin Australia marketed ticket, including travel with our international accelerate airline partners; Virgin Atlantic, Delta Air Lines and Etihad Airways (if booked as a codeshare on a 'VA' flight number). See accelerate [terms and conditions](#) for more information.

Q16. How can I book flights using my client's accelerate Travel Credit?

Answer: Following your client's 12-month anniversary, they will receive the travel bank details for the accelerate Travel Credit. This will allow them to access their Travel Credits online and make bookings via www.virginaustralia.com. If your client would like you to redeem the accelerate Travel Credit, please ask your client to provide the username and password related to the accelerate Travel Credit.

When making a booking via the Virgin Australia website, enter the required flight details and all other subsequent travel information relating to the booking. Once you've reached the payment section of the booking select "Travel Bank" as your Payment Type then log in using the Travel Bank log in details which were provided to your client.

Upon logging in to the Travel Bank portal, the available Travel Credit funds will be displayed. Following this, enter the amount you wish to use for payment of the ticket. If the Travel Bank does not cover the entire amount of the ticket, please also add a credit card for the remaining balance.

To request a Travel Bank user guide, please email accelerate@virginaustralia.com and our team will send this to you.

Q17. Are there any tax implications from receiving the accelerate Travel Credit earned through the Virgin Australia accelerate program?

Answer: The accelerate Travel Credits could be subject to income tax or Fringe Benefits Tax (FBT) where given to employees for private purposes. Please seek independent taxation advice for any tax liability concerns.

Travel Agent specific - Frequently Asked Questions

Q18. How do I ticket an accelerate booking?

Answer: Your client's ABN/NZBN must be entered in the booking at time of ticketing.

	ABN/NZBN entry format	Example entry
Amadeus	OS VA VACC/999999999999	OS VA VACC/36090670965
Galileo	SI.VA*VACC/999999999999	SI.VA*VACC/36090670965
Sabre	3OSI VA VACC/999999999999	3OSI VA VACC/36090670965

Q19. What fare types are excluded from Fare Advantage Discounts and the calculation of Travel Credits?

Answer: Travel Credits and Fare Advantage Discounts do not apply to the following fare types as they already attract fare reductions and/or relaxation of fare conditions:

- Group and Conference Fares;
- Unpublished Fares;
- Promotional/Sale Fares; and
- Child fares or any other discounted fares.

See accelerate [terms and conditions](#) for more information.

Q20. What is the entry to fare quote in the GDS?

Galileo entries:

Display:

FD(citypair)(departure date)/(Carrier)-PRI-(ACC99)

Example: FDSYDLAX15SEP/VA-PRI-ACC99

Price:

FQ-(ACC99 ID)/C(carrier)

Example: FQ-ACC99/CVA

Sabre entries:

Display:

FQ(citypair)(departure date)¥UI(ACC99)-(carrier)

Example: FQSYDLAX15SEP ¥UIACC99-VA

Price:

WPIACC99

Example: WPIACC99XC

Amadeus entries:

Display:

FQD(citypair)/(departure date)/A(Carrier)/R,U*(ACC99)

Example: FQDSYDLAX/15SEP/VA/R,U*ACC99

Price:

FXP/R,VC-(Carrier),U*(ACC99)

Example: FXP/R,VC-VA,U*ACC99

In the examples above the account code used is ACC99 which is the exclusive Account Code to receive the Private Fares for accelerate clients only. For more specific entries, please refer to your GDS helpdesk or GDS clue card.

Q21. Why is the Fare Advantage private fare not appearing in my GDS?

Answer: If you have already registered your agency to receive Fare Advantage Discounts, please answer the following questions to help resolve this problem:

- Has the Account Code been applied to the booking?
- Is the fare basis code/booking class and destination applicable for discounts as per the clue card?
- Have you changed CRS/IATA or PCC recently? If so, has Virgin Australia been advised of the new details by completing the accelerate TMC Point of Sale Discount Registration form with the new detail?

If you continue to have issues, please contact your GDS Helpdesk and log a ticket.

Q22. How do I know if the Point of Sale Discount has been applied?

Answer: The ticket designator on the ticket will be /AC.

Q23. Are the Fare Advantage fares commissionable?

Answer: Fare Advantage fares are commissionable for agents as per your individual commercial agreement with Virgin Australia.

Q24. How can I book flights using my clients accelerate Travel Credit?

Answer: This needs to be booked through the Virgin Australia website and selecting Travel Bank as a form of payment. You will need your client to provide you their Travel Bank username and password details to use their Travel Credit