

Virgin Australia Economy X Frequently Asked Questions

About Virgin Australia Economy X

Virgin Australia has created an option for a more premium experience for Economy Cabin guests, through the introduction of Economy X. Guests that purchase Economy X will have access to Economy seats that have additional legroom (34-39" of pitch) and will be positioned in the front of the Economy cabin or in the over wing exits. Economy X will also offer a more premium experience at the airport and onboard, including access to Priority Screening (where available for domestic flights only) and Priority Boarding (where available), and preferred overhead locker space above their row.

Guests travelling in Economy X on International Short Haul flights will also have access to Priority Check-in.

Guests travelling in Economy X on International Long Haul flights will also have access to Priority Check-in as well as guaranteed first meal choice and a noise-cancelling headset.

Designed to make travel more comfortable and seamless for guests travelling in the main cabin, Economy X will be among the first of a new suite of products that Virgin Australia will introduce and replaces 'Economy Space+' across the entire network.

Features of Economy X include:

- › Extra Legroom (34-39" of pitch)
- › Priority Security Screening (where available)
- › Priority Boarding (Domestic only, where available)
- › Priority Check-in (International Short Haul and International Long Haul services only)
- › Preferred Overhead Locker
- › Premium Noise Cancelling Headset (International Long Haul services only)
- › Guaranteed first meal choice (International Long Haul services only)

For full [Economy X Terms and Conditions](#) please see the Virgin Australia website.

Frequently Asked Questions

Q. When will Economy X be available?

A. Economy X is available for sale on Virgin Australia operated Domestic, International Short Haul and International Long Haul services (including selected VARA services).

Q. Where is Economy X located?

A. Economy X is located in dedicated rows in the main cabin of the following Virgin Australia aircraft:

Aircraft Type	Economy X capacity	Economy X location
Boeing 737-800*	30 seats	Rows 3-5; Row 13 & 14
Boeing 737-700*	24 seats	Rows 3-5; Row 10
Boeing 777-300ER	57 seats	Rows 20-25; Rows 26 & 39
Airbus A330-200	8 seats	Row 28
ATR	4 seats	Row 1
Fokker 100	5 seats	Row 12

* Please ensure that you direct all guests purchasing Economy X to the [Economy X Terms and Conditions](#) prior to sale.

Q. Who is eligible to book Economy X?

A. Any guest who has their Virgin Australia flights ticketed on 795 ticket stock can book Economy X. VIP and Platinum Velocity members (and companions travelling on the same PNR – a total of 9 pax including VIP and Platinum – excluding companions in group bookings) will be granted Economy X seats on Domestic and International Short Haul flights free of charge (FOC) at time of booking or as requested any time prior to departure where available (this is not a guaranteed benefit).

Q. What types of bookings are not eligible to request Economy X?

A. Economy X seats will not be available for purchase for codeshare and interline customers. E.g. a guest whose flight has been booked through Delta Air Lines but the flight is operated by Virgin Australia will not be able to purchase Economy X.

Q. What types of bookings are not supported by Manage My Booking via Virgin Australia website?

A. Manage My Booking does not support any EMD-A requests for the following itineraries:

- › VA issued tickets with VA* codeshare agreements
- › VA issued tickets with interline sectors
- › VA issued tickets with an infant (INFT and INS) present in the PNR
- › Bookings that contain pre-purchased ancillary items

Should you have any of these bookings, please contact the Virgin Australia Industry Support on 136 737 who will kindly assist you with this request.

Q. What channels will this product be available?

A.

- › Virgin Australia (call centre and website)
- › Mobile App (can be accessed via Manage once a reservation is confirmed)
- › Service Desk, Check-in and Kiosks (at airports)
- › Manage My Booking and Online Check-in

Q. How do customers add Economy X to a booking?

A. Economy X can be added at the time of booking or prior to departure (where available). Guests can manage this request via “Manage My Booking” or “Online Check-in” for both domestic and international flights or by calling the Virgin Australia Guest Contact Centre. Agents can manage the addition of this ancillary via the GDS or through the “Manage My Booking” on the Virgin Australia website.

Q. How will this appear on customer itineraries?

A. The name Economy X will appear on all bookings.

For Economy X seats located in an Exit Row, this item will appear as Extra Legroom

Q. What if a guest chooses an exit row seat as part of the Economy X offering, will they receive all the inclusions?

A. Yes. Irrespective of where Economy X seats are located on an aircraft, if a guest chooses to purchase or is allocated an Economy X seat in an exit row zone, they will receive the applicable inclusions.

Note: Exit row seating rules apply and guests seated in these rows are required to meet the exit row eligibility criteria, as per the Virgin Australia [Extra Legroom Conditions of Sale](#).

Q. Is there a fee to purchase Economy X?

A. Yes. Pricing for Economy X varies and is subject to change. Economy X fee applies per guest per flight and must be in the same currency as the original booking. Sample fees are found on the Economy X landing page.

Q. Does the fee for Economy X vary depending on fare type booked and how far in advance this is purchased?

A. No. Fee is based on duration, route and length of flight irrespective of fare type booked or how far in advance this product is purchased.

Q. Will VIPs or Platinum Velocity Frequent Flyers be charged a fee for selecting Economy X seats?

A. VIPs and Platinum Velocity Frequent Flyer members will be offered this benefit free of charge on domestic and short haul international flights and can request this at time of booking or any time prior to departure where available. Fees will apply for long haul international flights.

Q. Will companions travelling with VIPs or Platinum Velocity Frequent Flyers be charged a fee for selecting Economy X seats?

A. Any companion of VIP and Platinum Velocity Frequent Flyer members traveling on the same booking/PNR will be eligible for this benefit free of charge (where available) on domestic and short haul international flights.

Note: Should a companion change their flight and no longer travel with a VIP or Platinum Velocity Frequent Flyer, they will need to pay for their Economy X seat.

Q. Can Velocity Points be used to purchase Economy X seats?

A. Yes. Velocity members will be able to purchase Economy X with Velocity Points at the same time as booking their Economy fare. Points and Pay is not available.

Q. Will Velocity members earn Velocity Points or Status Credits when purchasing Economy X seats?

A. Velocity Members will not be able to earn Velocity Points or Status Credits on the amount paid for Economy X seating.

Q. Velocity members used to have access to certain rows, will they still have access to these now?

A. Virgin Australia offer Velocity Frequent Flyer members preferred seating zones in the main cabin of each aircraft.

Q. If a guest has pre-reserved a seat on the current configuration where the new Economy X zone will be introduced, will they keep their seat?

A. Yes. When re-accommodated to the new configuration they will be placed in a like for like seat free of charge.

Q. Will bookings with specific seating requirements (SSRs) which require an Economy X seat incur a fee?

A. No. The fee can be waived for special circumstances. This rule will also apply to special requests for bassinet seats which may be located in the Economy X zone on B777.

Q. How do I add Economy X seating when there is a schedule change?

A. When a schedule change has occurred within an itinerary, the ability to assign an Economy X seat will be prevented until the schedule change has been accepted. This will occur even if the schedule change does not impact the sector you are trying to seat assign. Assigning a paid seat requires the system to assess the entire itinerary currently held in the booking in order to calculate the correct seating fee. If the itinerary still shows an unconfirmed schedule change, this calculation cannot be processed and the system will return an error. Please confirm the schedule change first and then you will be able to assign the Economy-X seating.

Q. How do Platinum and VIP guests request Economy X if their booking was created through the Corporate Portal?

A. Corporate Portal cannot validate Velocity member tier during the booking flow – therefore if a seat is booked in Economy X for a Platinum or VIP the seat will not be FOC. In these cases it will be necessary for the agent to either complete the transaction without ticketing, retrieve the booking (tier is now validated) and book the seat – FOC or, end and ticket the booking before directing the guest to MYB to book Economy X.

Q. Can Economy X bookings be transferred to other customers or refunded?

A. Economy X bookings are non-transferable to other customers and refundable or non-refundable under the following circumstances

- If a customer changes their mind and no longer wants their Economy X seating, the fee is only refundable if the customer contacts our Guest Contact Centre or through the Manage Your Booking section on our website when you update your booking.
- If a customer upgrades to a higher class in accordance with fare rules, the fee is refundable back to the original form of payment.
- If a customer's UpgradeMe or UpgradeMe Points bid is successful, the fee for the Economy X seat purchased for their original booking is refundable back to the original form of payment.
- If selected Economy X seating is unavailable on day of travel, the fee can be refunded to the original form of payment.
- If circumstances change and the customer subsequently cannot meet the safety requirements, the Economy X seat fee can be refunded back to the original form of payment.

Where do I go for more information?

For more information on the Economy X product, please refer to the Virgin Australia website or your Global Distribution System for fare rules. Alternatively, please contact the Virgin Australia Industry Support Team or your Virgin Australia Industry Account Manager.