

Virgin Australia Infant (INF/INS) Booking Policy

The purpose of this document is to provide guidance and detailed information to assist Agents when booking infants on applicable Virgin Australia operated sectors.

Key Information

Eligible Age

Any guest aged more than 7 days old and less than 24 months old prior to the last flight sector.

Accompanying Traveller Required

An infant must be accompanied by a guest who is 15 years or older, or a parent/legal guardian who is 13 years or older. Only one infant per adult passenger is permitted. An official court document may be requested to confirm the guest travelling with the infant is recognised by the Family Court as the legally appointed guardian.

Is Identification Required for an Infant?

YES - this is required to confirm the infant's age at the time of travel.

Identification for **domestic** travel:

- Birth Certification
- Immunisation book
- Passport
- Medicare card

Identification for **international** travel:

- Passport (and applicable visas if required)

Are Tickets Required for an Infant?

YES - a ticket must be issued for all infant's travelling on Virgin Australia operated flights.

When Making a Booking

Please ensure the applicable SSR is associated to all applicable passenger's and seats.

INFT SSR must be associated to the accompanying adult.

INFT/OS SSR must be associated to the infant with seat.

Please refer to your GDS for booking guidelines.

Bassinet Availability

Available on A330 and B777 aircraft free of charge and are subject to availability.

Carry-on Baggage

Guests travelling with infants are entitled to take an **additional 7kg** carry-on baggage free of charge for essential baby products. For check-in limits and more information, please visit the [Infant page](#) on the Virgin Australia website.

Check-in

Guests travelling with infants can check-in:

- Online
- At a kiosk
- At the airport

Ticketing Information

Tickets **must be issued** for all infant bookings. This includes both INF (infant without seat) and INS (infant with seat).

When issuing the ticket please ensure you are applying the correct passenger type when pricing the itinerary. INF to be used for an infant without seat and INS to be used for infant with a seat. Please ensure the applicable SSR is associated. Please note that some GDS (e.g. Amadeus) don't require the SSR to be added as they use a name field element combination which creates the SSR in the background.

A fare summary for infant bookings is as follows.

	Occupying Seat	Not Occupying Own Seat
Domestic Services	Full Fare	Free of Charge
Trans-Tasman Services	Full Fare	10% of full fare (excluding taxes, fees and surcharges)
Long Haul and Short Haul International Services	75% of full fare (excluding taxes, fees and surcharges)	10% of full fare (excluding taxes, fees and surcharges)

Note: Any guest between the age of two and 11 years of age is classed as a child and therefore must occupy a seat with their own ticket. For children aged two years or older that are unable to be seated alone due to illness or disability, special consideration may be available on a case by case basis. Please contact Virgin Australia Industry Support for assistance.

Bassinets

Virgin Australia offers guests the option of requesting a bassinet for an infant. Bassinets are only available on A330 and B777 aircrafts and pre-allocation is done on a first come first serve basis and is subject to availability, so it is recommended they are requested at the time of booking. Bassinets are free of charge. Bassinets are not available on Trans-Tasman services.

Bassinet size and weight restrictions

Aircraft	Maximum Length	Maximum Width	Maximum Weight
A330	70cm (27in)	34cm(13in)	11kg(24lb)
B777	70cm (27in)	36cm (14in)	18kg (40lb)

On both domestic and international flights, guests travelling with infants are entitled to take an **additional 7kg** carry-on baggage free of charge for essential baby products.

Baby products may include, but are not limited to:

- Baby milk, including breast milk
- Sterilised water
- [Juice](#)
- [Baby food in liquid, gel or paste form](#)
- Disposable wipes

Please refer to [Powders, Liquid, Aerosols and Gels Restrictions](#) on the Virgin Australia Website for more information on baggage restrictions.

Check-in Process

Guests travelling are permitted to check-in with their infant via the below channels:

- **Online check-in**
- **Kiosk check-in**
- **Airport check-in**

Airport Check-In

Guests checking in at the airport for domestic travel are required to check-in 60 minutes prior to departure. Guests checking in for international flights are required to check-in 120 minutes prior to departure.

Documentation

As stipulated within this document, proof of age may be required for the infant at time of check-in, so please ensure guests have the acceptable forms of identification required for travel. A valid passport and any necessary visas are required for infants on all international flights.

Boarding

Guests travelling with infants are welcomed to board prior to other guests to facilitate the additional time it takes to be seated.

Virgin Australia also permits guests to have their pram/stroller tagged at check-in and remain with them for use within the terminal until it is collected by Ground Crew at the gate prior to boarding. Upon requests, guests can have their pram/stroller delivered to the gate at their transitioning point (for connections greater than 40 minutes) and/or arrival airport.

Onboard

Whilst onboard, it is essential that infants are nursed on an adults lap and restrained with an infant seatbelt during take-off, landing and when the seatbelt sign is illuminated.

There are no private areas set aside for breastfeeding, but guests are welcome to feed their baby in their seat should they wish. Cabin Crew are also more than happy to assist guests with heating infant bottles.

For more information on infant bookings please refer to our [website](#).

Sabre

INFANT WITHOUT A SEAT

Infant name -e.g. **I/SMITH/EMILY MISS** or If the infant is unborn – e.g. **I/SMITH/BABY MISS**

Once the infant is born the name change is FOC (free of charge) when booked with the correct surname. The infant's DOB must also be updated.

Infant SSR- e.g. **3INFT/SMITH/EMILY MISS/01OCT17-1.1** - The SSR must be associated with the accompanying adult's booking.

Price - **WPPINF**

INFANT WITH A SEAT

Infant Name -e.g. **SMITH/EMILY MISS** or if the infant is unborn – e.g. **SMITH/BABY MISS**

Once the infant is born the name change is FOC when booked with the correct surname. The infant's DOB must also be updated.

Infant SSR – e.g. **3INFT/SMITH/EMILY MISS/01OCT17/OS-1.2** - The SSR must be associated with the infant (INS) booking not the accompanying adult's booking.

Price - **WPPINS**

If a child restraint (CRST SSR) is required, please contact Virgin Australia for this request to be added to the booking.

Amadeus

INFANT WITHOUT A SEAT

Infant name – same as the accompanying adult's surname – e.g. **NM1SMITH/MELANIE MRS(INF/EMILY/01OCT17)**

Infant name – when infant surname is different to the accompanying adult's name - e.g. **NM1SMITH/MELANIE (infant) MRS(INFJONES/EMILY/01OCT17) (parent)**.

Infant name (when unborn)– e.g. **NM1SMITH/MELANIE MRS(INFSMITH/BABY/01MAR18)** (due date)

Once the infant is born the name change is FOC when booked with the correct surname. The infant's DOB must also be updated.

Infant SSR – e.g. **SR INFT-SMITH/EMILY 01OCT17/P1** The SSR must be associated with the accompanying adult's booking.

Price - **FXX/INF**

INFANT WITH A SEAT

Infant name – e.g. **NM1SMITH/EMILY(INS) OR** if the infant is unborn – e.g. **NM1SMITH/BABY(INS)**

Once the infant is born, the name change is FOC when booked with the correct surname. The infant's DOB must also be updated.

Infant SSR **SRINFT-01OCT17 OCCUPYING SEAT/P2** (INS passenger being passenger 2 in the booking). The SSR must be associated with the INS booking, not the accompanying adult's booking.

Price - **FXX/RINS**

If a child restraint (CRST SSR) is required, please contact Virgin Australia for this request to be added to the booking.

INFANT WITHOUT A SEAT

Infant name – e.g. **N.I/1SMITH/EMILY*01OCT2017** OR if the infant is unborn – e.g. **N.I/1SMITH/BABY*01MAR2018** (due date)

Once the infant is born, the name change is FOC when booked with the correct surname. The infant's DOB must also be updated.

Infant SSR - **A new SSR keyword INFT (identifying an infant) is automatically generated when a PNR contains an infant name.**

Price - Auto price PNR **FQ/CVA**

INFANT WITH A SEAT

Infant name – e.g. **N.SMITH/EMILY*P-INS** OR if the infant is unborn – e.g. **N.SMITH/BABY*P-INS**

Once the infant is born, the name change is FOC when booked with the correct surname. The infant's DOB must also be updated.

Infant SSR– e.g. **SI.P2/INFT*01OCT17** The SSR must be associated with the INS booking, not the accompanying adult's booking.

Price - Auto price PNR **FQ/CVA** Infant's booked with a seat will be priced using a child fare.

If a child restraint (CRST SSR) is required, please contact Virgin Australia for this request to be added to the booking.

TravelSky

INFANT WITHOUT A SEAT

Infant name – e.g. **XN:IN/TEST/BABY INF(AUG16)/P1**

Once the infant is born, the name change is FOC when booked with the correct surname. The infant's DOB must also be updated.

Infant SSR -e.g. **SSR INFT VA NN1 TEST/BABYINF 10AUG16/P1/S1** The SSR must be associated with the INS booking, not the accompanying adult's booking.

3: @ (END TRANSACTION)

4: **SSR DOCS VA HK1 P/CN/30072441/CN/10AUG16/MI/07DEC21/TEST/BABYINF/P1**

(MI—BABY BOY FI—BABY GIRL)

5: @

Price quote - **QTE:IN/VA** (PRICE QUOTE)

Store price - **DFSQ:A** (STORE PRICE)

INFANT WITH A SEAT

When booking infants with a seat, make the booking as a child.

If a child restraint (CRST SSR) is required, please contact Virgin Australia for this request to be added to the booking.