

Frequently Asked Questions (FAQs) for Internationally Based Travel Agents

General FAQs

Q. Where does Virgin Australia fly?

A. Please refer to our [route map](#).

Q. Who are Virgin Australia's Airline Partners?

A. A comprehensive list of our Airline Partners is listed on our website [here](#).

Q. What class can I book on Virgin Australia?

A. Class availability on Virgin Australia flights is dependent on the route flown. Class by route is displayed below.

- Domestic Australia – Business, Economy Class
- International Short Haul – South East Asia & South Pacific
Virgin Australia Operated flights – Business, Economy Class*
- Trans-Tasman
Virgin Australia Operated flights – Business, Economy Class*
- International Long Haul (LAX/HKG)
Virgin Australia Operated flights – Business*, Premium Economy*, Economy Class
- Codeshare Flights – refer to our Partner Airlines

**Business Class may not be available on all International Short Haul or Trans-Tasman flights. Premium Economy is only offered on flights to the United States.*

Q. What BSP markets does Virgin Australia operate in?

A. Please refer to the [BSP Activated Countries PDF](#) on the Agency Hub.

Q. What do I do if I receive an ADM?

A. Please refer to our [ADM/ACM Policy](#) on the Agency Hub.

Baggage

Q. What are Virgin Australia's baggage allowances?

A. Information on baggage allowances for international travel is listed on our website [here](#).

Q. What are the baggage allowances if travel is booked via Virgin Australia but operated by our Airline Partners?

A. If the journey involves multiple flight segments operated by more than one carrier, then different baggage allowances may apply. In this instance, please refer to [baggage information for airline partners](#).

Q. What are the allowances for Musical Instruments or Sporting Equipment?

A. Specific baggage allowances for guests travelling with musical instruments or sporting equipment is listed on our website [here](#).

Q. Can additional baggage be purchased for flights operated by Other Airlines via the GDS on an EMD?

A. No. Additional baggage cannot be purchased via the GDS. To purchase additional baggage, please contact our Guest Contact Centre to assist with this request. Please note purchasing of additional baggage is subject to [applicable fees and charges](#).

Q. Can Ancillaries such as Extra Baggage or Extra Leg Room Seating be purchased if I've issued a ticket that is not on a VA 795 plate?

A. No. Ancillaries can only be purchased via EMD if the ticket is issued on a VA 795 plate. Please refer to the plating carrier's website to manage requests for ancillaries.

Schedule Changes and Flight Disruptions

Q. What options are available in the event a flight has a schedule change?

A. Virgin Australia will automatically revalidate GDS e-tickets in the event of a schedule change where possible. If the e-ticket details match the schedule change there is no need for a Travel Agent to reissue the ticket as VA has already revalidated the ticket. Please ensure your itinerary meets the minimum connecting times and that you provide your guest with an updated itinerary and/or ticket to reflect the flight change.

Please note: If a schedule change applies to a Virgin Australia codeshare flight operated by another carrier, please reissue the e-ticket to ensure the partner carrier has the most up to date e-ticket.

For more information, please refer to our [Schedule Change Policy](#).

Q. What happens when a flight is disrupted due to a Force Majeure situation?

A. If a disruption occurs, a Commercial Policy will be issued and accessible on our [Agency Hub](#).

Should you require an insurance letter for your clients, please email

- Hong Kong and China based agents - vigs@virginaustralia.com
- Rest of the World - va.agentshelpdesk@virginaustralia.com

Q. What happens if there is a schedule change on a VA flight but the ticket is issued on another Airline's plate?

A. If the ticket is issued on another airline's plate, you must liaise with airline regarding any Schedule Change Policies. Virgin Australia can provide the applicable SSR remarks if required by the plating airline for ticketing purposes.

Seating

Q. Can I request seating via my GDS?

A. Yes. For tickets issued on VA795 plate you can view the seat map in your GDS.

Please note: there are additional costs for Extra Leg Room seating which are outlined in our [EMD for Extra Leg Room Guide](#).

Q. Can seating be requested for Virgin Australia operated flights if I've issued the ticket on another airlines plate?

A. No, requests of this nature need to be facilitated via the plating airline's website using the corresponding PNR of the plating airline. You cannot request seating via the Virgin Australia website if you have issued the ticket on another airlines plate.

Q. Can seating be requested for flights operated by Other Airlines via the GDS?

A. No, requests of this nature will need to be facilitated through the Other Airlines website and done using their Record Locator request seating.

Check-in

Q. When do my customers need to check-in?

A. Minimum check-in times refer to the time by which a guest should obtain their boarding pass, not the time by which a guest should start checking in/arriving at the airport. Guests should allow sufficient time to complete all check-in formalities. Check-in times below refer to the "Scheduled Departure Time" of the flight.

Specification	Online Check-in	Kiosk Check-in	Lounge Check-in	Counter Check-in
Domestic	Yes	Yes	Yes	Yes
International	No	No	No	Yes

Domestic

SSR Guests	Travelling on an A330	Domestic to International Connection	All Other Guests
60 minutes	45 minutes	60 minutes	30 minutes

International Short Haul

SSR Guests	Domestic to International Connection	International to Domestic Connection	All Other Guests
120 minutes	60 minutes	90 minutes	90 minutes

International Long Haul

SSR Guests	Domestic to International Connection	All Other Guests
120 minutes	60 minutes	90 minutes

Q. Can I check-in a customer for a Virgin Australia operated flight if the ticket is issued on another carrier's plate?

A. No, you will need to log onto the plating airline's website with the plating airline's Reloc.

Limousine Services

Q. Where can I find information regarding the complimentary limousine service transfers for Business Class guests travelling on International Long Haul services?

A. Information regarding our Limousine Service is outlined on our website [here](#).

Name Corrections

Q. What is a name correction?

A. A “name correction” is defined as a correction to the name field of a Passenger Name Record (PNR). Post-ticketing, Travel Agents are authorised to perform a name correction if their GDS allows and they have obtained a Waiver Code from Virgin Australia (to be noted in the endorsement box of the reissued ticket).

Name corrections are permitted for:

- Up to three characters in the first name and/or surname
- Titles
- Guests referred to by a shorter version of their name (e.g. as Liz when official name is Elizabeth)
- Names entered in incorrect order (e.g. Elizabeth/Smith when should be Smith/Elizabeth)
- Formal name as per identification (e.g. surname changed through marriage)
- Unborn infants

Fare change fees (as per Fare Rules) for name corrections are applicable. Please refer to the GDS for full details.

All name corrections must be made before check-in and the commencement of outbound travel to avoid immigration infringements. GDS providers may have different process requirements for name corrections. Please refer to your GDS provider for further details.

Q. What if the name correction is for a flight operated by another airline but on Virgin Australia plate?

A. For reservations issued which include a connection to, or are in conjunction with another airline (OA) carrier operated sector, approval is required from the OA carrier before making a correction. In addition, confirmation the name correction has been accurately reflected in all linked reservations is also required before making a correction.

OA partner restrictions will supersede the Virgin Australia name correction standards as above.

Name Changes

Q. What do I do if I need to make a name change on my PNR?

A. For all name changes, please refer to the [Name Change Policy](#) on the Agency Hub.

More Information

For more information, please contact one of our teams for assistance.

- Hong Kong and China based agents - vigs@virginaustralia.com
- Rest of the World - va.agentshelpdesk@virginaustralia.com