

Frequently Asked Questions (FAQs) for Virgin Australia PlusPass

About Virgin Australia PlusPass

Q. What is Virgin Australia PlusPass?

A. Virgin Australia PlusPass is Virgin Australia's improved air pass program. When agents make an international booking to Australia, the Pacific Islands or Indonesia, Virgin Australia PlusPass allows agents to add a maximum of 16 Virgin Australia operated sectors to their itinerary at a discounted rate with added flexibility and benefits. Virgin Australia PlusPass is available to international agents based in United Kingdom, Europe, Middle East, Africa, South Asian Subcontinent, South East Asia and Japan/Korea to sell to residents only. Virgin Australia PlusPass is not available to agents based in America and Australia/New Zealand/South West Pacific. Refer to [Virgin Australia PlusPass website](#) for more information.

Q. How do I know if I have booked a Virgin Australia PlusPass fare?

A. Virgin Australia PlusPass fare basis codes contains PASS. Airfares will display in your GDS when passenger type code VAC is entered in the fare display.

Q. Can I use Virgin Australia PlusPass on Virgin Australia International Long Haul services between Australia and Los Angeles?

A. No. Virgin Australia PlusPass only applies to Virgin Australia operated services within Australia, and to/from Australia and Pacific Islands, New Zealand and Indonesia. You will still need to issue the Virgin Australia PlusPass ticket separately to the Virgin Australia International Long Haul ticket due to combination restrictions.

Q. I'm an agent based in Indonesia, why can't I view and price Virgin Australia PlusPass fares between Indonesia and Australia?

A. Virgin Australia PlusPass is not available between Indonesia and Australia for Indonesian based agents. Indonesian based agents can book a standard Virgin Australia published fare between Indonesia and Australia then issue a Virgin Australia PlusPass separately.

Q. Can I use Virgin Australia PlusPass on other airlines ticket stock?

A. No. Virgin Australia PlusPass can only be issued on Virgin Australia 795 ticket stock. The international sector must be ticketed separately and that ticket number added to the endorsement box of the Virgin Australia PlusPass ticket.

Q. What is the maximum number of sectors that can be booked on Virgin Australia PlusPass?

A. A maximum of 16 sectors can be booked.

Q. What is the minimum number of sectors that can be booked on Virgin Australia PlusPass?

A. A minimum of one sector applies.

Extended Ticketing Time Limit

Q. Will there be an OSI entry for Virgin Australia PlusPass?

A. Yes. Agents will need to add OSI VA VPASS to each (new) PNR for the extended ticketing time limit to apply. This must be done before the record is ended for the first time in order to extend the ticketing time limit (TTL).

Q. What format should I add to the OSI entry?

A. This depends on your GDS type. Please see below for recommended format.

Amadeus – OS VA VPASS

Galileo – SI VA *VPASS

Sabre – 3OSI VA VPASS

Q. What if I forgot to add the OSI VA VPASS when creating the booking?

A. Your Virgin Australia PlusPass itinerary will cancel within the standard ticketing time limit according to the fare class booked. You will need to rebook your flights in a new PNR and reprice as the Virgin Australia PlusPass fare with the OSI VA VPASS added for the extended ticketing time limit to apply. We cannot reinstate any autocanceled PNRs that fail to correctly apply the OSI the first time the record is ended.

Fare Conditions

Q. Are Virgin Australia PlusPass fares available in Business Class?

A. No. Virgin Australia PlusPass fares are currently only available in Economy.

Q. Are Virgin Australia PlusPass fares guaranteed at the time of booking?

A. No. Airfares are not guaranteed until the ticket has been issued.

Q. Are Virgin Australia PlusPass fares changeable or refundable?

A. Refer to the GDS for further details as this depends on the booking class ticketed.

Q. Can I issue a Published or Private VA fare on the same ticket as Virgin Australia PlusPass?

A. No. Virgin Australia PlusPass fares are only combinable with another Virgin Australia PlusPass fare.

Q. Are there child and infant discounts?

A. There are no child discounts. Infant discounts apply for the Pacific Islands, New Zealand and Indonesia fares only. There are special passenger type codes for children (VNN), infant without a seat (INF) and infant with a seat (INS).

Q. Can I use the Virgin Australia PlusPass to/from New Zealand and Australia, Pacific Islands and Indonesia?

A. Yes, Virgin Australia PlusPass is available to/from New Zealand and Australia, Pacific Islands and Indonesia so long as an international ticket from the list of applicable carries is entered into the endorsement box. Virgin Australia PlusPass is only available to international agents based in United Kingdom, Europe, Middle East, Africa, South Asian Subcontinent, South East Asia and Japan/Korea to sell to residents only.

Q. Are the fares commissionable?

A. Standard base commission levels apply. Refer to the [Agency Hub Policies and Guidelines tab](#) for Virgin Australia's Commission Policy for international agents.

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

A. Please refer to our Agency Debit Memo/Agency Credit Memo Policy on the [Agency Hub Policies and Guides tab](#).

The International Inbound Ticket

Q. Which international carriers are eligible to use with Virgin Australia PlusPass?

A. Most international carriers are eligible with some exceptions. Refer to your GDS fare rules for further information.

Q. What if I haven't issued my international ticket?

A. You will need to issue your international ticket prior to issuing the Virgin Australia PlusPass and ensure the international ticket number is included in the ticket endorsement box.

Q. What format should I use to enter the international ticket number in endorsements?

A. The international ticket number must be entered at the beginning of the endorsements to ensure it displays on the ticket due to ticket maximum character restrictions.

Q. What if the international carrier does not issue tickets numbers, only PNR reference?

A. The PNR reference should be entered in the Virgin Australia PlusPass ticket endorsement box.

Q. What format should I use to enter the PNR reference in the ticket endorsement box?

A. The PNR reference should be entered in the following format: Airline Code/PNR. For example: FR/1A2B3C.

Q. Do I need to reissue the Virgin Australia PlusPass ticket if the international ticket is reissued?

A. No. If the Virgin Australia PlusPass journey does not change, there is no need to reissue the ticket.

Q. What baggage allowance applies for the international flight?

A. The international carriers' baggage allowance applies to the international sector.

Q. What if I forget to add the international ticket number to the Virgin Australia PlusPass ticket endorsement box?

A. This will result in an Agency Debit Memo (ADM). Please contact Virgin Australia immediately for support and assistance with the international ticket number via email – international.sales@virginaustralia.com. Virgin Australia's Agency Debit Memo and Agency Credit Memo Policy can be found on the [Agency Hub Policies and Guides tab](#).

More Information

For more information, please contact your Virgin Australia Sales Manager or the International Sales Team on international.sales@virginaustralia.com