

## Virgin Australia Seating Policy

Seat Selection is available on all Virgin Australia operated flights from 331 days prior to departure until check-in closes. To make flights as comfortable as possible, we offer eligible guests the opportunity to select a preferred seat before boarding. Advance seat selection can be made at time of booking or after a booking has been made via the GDS, online, via our [Guest Contact Centre](#), or at the time of check in.

### Seat Selection and Eligibility

Seat selection is available to all Virgin Australia and alliance partner customers travelling on any fare within any cabin subject to availability, eligibility criteria, conditions and safety requirements. Where available, seat selection occurs directly via a seat map display or by generic seat requests (NSSA, NSSW, and NSST). Update the PNR to confirm acceptance of the Schedule Change.

#### Important Information

- › Virgin Australia is unable to guarantee seat selection requests as they may need to be changed for operational or safety reasons.
- › Customers will not be contacted if changes to seats occur prior to check-in.
- › We are unable to advise the seat selection for passengers who are not on the same itinerary for privacy reasons
- › Eligible customers with specific seating requirements or special needs should ensure this information is passed on to our Guest Contact Centre or Travel Agent.
- › Certain seats may not be available for advance seat selection.

#### Seat Selection availability by booking channel:

Booking Channel	Available
GDS	Yes
Virgin Australia Agency and Corporate Website	Yes
Virgin Australia Direct Connect (API)	Yes
Virgin Australia Website	Yes
Virgin Australia Guest Contact Centre	Yes
Virgin Australia Check-in Desks	Yes
Virgin Australia Check-in Kiosks	Yes
Interline and Codeshare partners	Seat assignments on codeshare partner's aircraft will be based on the respective airlines' business rules.

1 Where available.

2 Where available.

3 Actual price depends on route, market, fare type and time of purchase

## Economy X

Virgin Australia's new product Economy X, provides a more seamless and comfortable experience for guests travelling in the main cabin on all Domestic and International services.

Domestically, Economy X includes Priority Boarding<sup>1</sup>, at least 25 per cent more legroom and preferred overhead lockers, while Short Haul International flights also include access to dedicated check-in facilities.

On Boeing 777-300ER flights from Australia to Los Angeles guests will receive:

- › Dedicated Check-In
- › Priority Boarding<sup>2</sup>
- › 25 per cent more legroom than the main Economy cabin
- › Preferred Overhead Lockers
- › Premium Noise Cancelling Headset and
- › Guaranteed first meal choice.

Economy X replaces 'Extra Legroom' across the entire Virgin Australia network.

Economy X is located in the Exit Rows of our Airbus A330-200, Boeing 737-800 and Fokker 100 fleets and Row 1 on our ATR-72 aircraft. On the Boeing 777-300ER it is located in the first section of the main cabin (five rows behind Premium Economy) as well as the Exit Rows.

To be seated in the emergency exit row, customers must:

- › Be 15 years of age or older.
- › Be physically able to reach, locate and operate the emergency exit window or door, and to quickly pass through the exit.
- › Be able to understand and acknowledge instructions given by our Cabin Crew in English about the tasks they will be expected to perform in an emergency evacuation and read the safety card provided by our Crew for that purpose.
- › Be able to check outside conditions and respond to Cabin Crew commands before opening an exit.
- › Be able and willing to assist the Crew and other passengers in the evacuation of the aircraft.
- › Not have any condition (be it a consequence of age, frailty, injury, physical or psychological disability, mobility, vision or hearing impairment, sickness or anything else) which may prevent them from performing the duties listed above.
- › Not be travelling with a carer, or carrying an infant, a guide dog or an assistance animal.
- › Not require the use of an extension seat belt.

### Important Information

- › Economy X is subject to aircraft type, operational and safety requirements.
- › Economy X seats are available for a fee<sup>3</sup>, per person per segment, based on origin and destination.
- › Customers may choose to be seated apart from their travelling party and therefore only those customers choosing to be seated in an Economy X seats are required to pay the applicable fee.
- › Where a customer subsequently cannot meet the safety requirements due to changed circumstances, they are required to call the Guest Contact Centre prior to travel to remove the Economy X reservation.
- › Economy X is non-transferable.

<sup>1</sup> Where available.

<sup>2</sup> Where available.

<sup>3</sup> Actual price depends on route, market, fare type and time of purchase