



Virgin Australia Trade Newsletter

Velocity Points that stack up fast

Business travellers can earn 500 bonus Velocity Points for every eligible Virgin Australia flight they take when they activate the offer, book and fly between 15 May and 30 June 2024[^].

[Learn more](#)



Updates

Refund requests through Amadeus

If you need to submit a refund with a waiver code, it must be processed in cryptic mode. Amadeus has confirmed that there's no option to input waiver codes in the graphic display. Any refund requests made via graphic mode, where agents enter the waiver code in the remarks, won't be transmitted to BSP and will result in an ADM.

Refund Submission Guide:

1. Start the refund process and display the refund record by entering the ticket number, e.g., TRF795-0000000000
2. To include a waiver code, input it as follows: TRFU/WA(add VA waiver code here) e.g., TRFU/WA123545

3. Complete the refund process by entering: TRFP

Please refer to the [refund clue card](#) on the Agency Hub.

Change to Unaccompanied Minor fees

We are increasing the pre-booked Unaccompanied Minor fee on both Domestic and International Virgin Australia operated flights, to \$60 and \$100 respectively, for flights departing on or after 27 June 2024. Any Unaccompanied Minors booked at the airport will be subject to an increased fee of \$115 for Domestic flights and \$185 for International flights, on all Virgin Australia flights departing on or after 27 June 2024.

ITA Airways unilateral agreement

Virgin Australia and ITA Airways have launched a unilateral interline e-ticket agreement, allowing ITA Airways to sell Virgin Australia Domestic and International Short Haul flights, as part of an interline journey in conjunction with ITA Airways flights.

Reminder: Rebooking in a cancelled PNR

If cancelling and ending a transaction, a new PNR should be created to prevent communication links to the airline and airline partners. Although only a few minutes, if agents rebook in the same PNR, this may cause problems with the PNR 'coming to life' again but not communicating the sale to the airline, which results in passengers having no booking when checking in for their flight. If the flight is full, this passenger will be denied boarding.

New inflight menu

A new onboard food and beverage offering, including a refreshed Business Class menu and 12 additions to the airline's Economy buy onboard menu, is available now. All menu selections in Business Class will have vegetarian options, including some vegan and low gluten dishes, with the Economy menu featuring 15 vegetarian and vegan options, as well as three gluten-free choices. Find out more [here](#).

FAQs

I have a customer that is a nervous flyer. What support do you provide?

More than 10% of our guests experience high levels of nervousness when traveling. So, while we love flying them from A to B, they might not always feel the same way. See our Nervous Flyer program [here](#) for a guide on how we can support your customers when they fly with us. Agents can contact the Virgin Industry Support team [here](#) to have this program added on behalf of their customer.

What is the next masterclass?

Join us for our next masterclass on 9 July, where we will walk through Virgin Australia's Value Proposition. Learn about what this means for you and your customers – from network

to fleet and beyond. For our full masterclass schedule and to register, please see our website [here](#).

[Agency Hub](#)

Family benefits with Velocity and Virgin Australia

Your customers can get more from being a part of a family, with benefits like Family Pooling, Points Transfer and Membership Pause available.*

[Discover more](#)

*See full Terms and Conditions below.

velocity
frequent flyer

Virgin
loyalty program of
australia

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This message is being sent to you by Virgin Australia Airlines Pty Ltd (ABN 36 090 670 965) of 275 Grey Street, South Brisbane, Queensland 4101 Australia.

Terms and Conditions:

^Receive 500 bonus Velocity Points per booking offer:

Promotion is valid for Velocity Frequent Flyer members between 12:01am AEST 15 May to 11:59pm AEST 30 June 2024 (inclusive) (**Promotion Period**).

To be eligible to receive the 500 bonus Velocity Points promotion per Eligible Flight (see the definition of an Eligible Flight below) you must be a Velocity Frequent Flyer member and, during the Promotion Period:

1. Activate this offer through the activation link contained on [this webpage](#);
2. After offer activation, book and ticket an Eligible Flights in your name during the Promotion Period and enter your valid Velocity membership number at the time of making the booking or at any other time before flying; and
3. Complete travel on the Eligible Flight.

An Eligible Flight is:

- A. A one-way domestic or short haul international flight marketed and operated by Virgin Australia, with a VA flight number, booked through [virginaustralia.com](#), the Virgin Australia Business Flyer booking portal, over the phone with the Member Contact Centre or the Guest Contact Centre or via the member's nominated Travel Management Company; and
- B. Ticketed and flown during the Promotion Period in a fare class that normally accrues Velocity Points under the Velocity Frequent Flyer program.

Reward Seat bookings, and codeshare services marketed or operated by partner airlines are not Eligible Flights for this offer.

Bonus Velocity Points will be earned in addition to base Velocity Points earned. There is no limit on the amount of times this offer can be redeemed during the Promotion Period. This Velocity Points offer cannot be used in conjunction with any other offer or promotion, other than base Velocity Points earn. You should allow up to 4 weeks after completion of travel for the bonus Velocity Points to be allocated to your Velocity Frequent Flyer account.

[Virgin Australia Business Flyer and Velocity Membership Terms and Conditions apply.](#)

***Family Pooling:** A Family Pool lets Family Members transfer their Points, or Points and Status Credits from up to five contributing accounts to one beneficiary account. You can choose whether you pool only Points, Status Credits, or both your Points and Status Credits. A Family Member is someone who you can demonstrate lives at the same residential address as you and is related to you. You can have up to 6 members in a Family Pool at a time. Only 2 members in a Family Pool can be 18 years or over. If a third Family Pool member turns 18, they'll be automatically removed from the Family Pool. Note that only a contributor can opt in or out of a Family Pool.

Points Transfer: Points can be transferred to an eligible family member's account up to four times per calendar year. Transfers must be between 5,000 and 125,000 Points each time.

Membership Pause: Members can apply for a Membership Pause for Parental Leave once for each child, up until that child reaches the age of two years. Membership Pause applies to the membership level and does not apply to Points and Status Credits. Members who are approved for Membership Pause can continue to earn and redeem Points and Status Credits, and existing Status Credits will continue to be removed from their membership account once Status Credits reach their 12 month validity. There may be up to two member parents on Membership Pause for Parental Leave, for the same child, at any one time. [Velocity membership Terms and Conditions](#) apply.