



## Virgin Australia Trade Newsletter

### Black Friday Sale now on

Help your customers escape to island paradises or indulge in thrilling city getaways with up to 30% off selected flights network-wide! With fares starting from just \$56<sup>^</sup>, now is the perfect time to offer unbeatable value.

Hurry, this sale ends on 4 December 2024.  
Black Friday sale fares are available for access through your GDS.



## Updates

### GDS system issue affecting Check-in

We are experiencing an ongoing issue affecting GDS bookings where pre-selected seats for Velocity Red travellers are displaying an unpaid amount of AUD0.00 for the seat fee. This is preventing guests from checking in via the Virgin Australia website, mobile app and airport kiosks.

Guests are receiving the below error message:

*Error! We are unable to complete Check-In at this time due to an outstanding charge on your booking. Please check that all balances have been paid, or contact our Guest Contact Centre for further assistance.*

To resolve this temporarily, you can either issue an AUD0.00 EMD, or seat selections can be facilitated through the Virgin Australia website, mobile app, or by calling through to the Virgin Australia industry support team on 13 67 37.

## FAQs

### Where can I find further information on the recent Fare Brand availability changes?

Please visit our Agency Hub for resources to help you sell Virgin Australia fares and learn more about our recent Fare Brand availability change.

- For further FAQs regarding these changes, please see: [Virgin Australia Fare Brand FAQs](#)
- To learn about our fare inclusions, please see: [Virgin Australia fare Inclusion Flyer](#)
- For support on how to price the right fare to meet your customers' needs, please see: [Virgin Australia GDS Pricing with Brand Fares Clue Card](#)

### When can I request a medical waiver for my customer?

A medical waiver can be requested if your customer has a life-threatening or long-term illness that prevents travel within the ticket's validity. For common medical conditions (such as colds, flu, or COVID-19), the ticket can be rescheduled according to fare rules. Additionally, for unused domestic tickets, a name change may be applied instead of requesting a waiver.

## 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.

**Black Friday Sale:** On sale from 12:01AM AEST 27 November 2024 until 11:59pm AEST 4 December 2024 unless sold out prior for selected one-way and return flights on selected travel dates in 2025 for Economy Lite and Choice fares only. Fares from \$56 are departing Ballina Byron to Sydney and are travel from 8 March 2025 until 9 April 2025 and 30 April 2025 until 26 June 2025 and 1 July 2025 until 18 September 2025. Price is based on a one-way Economy Lite fare. Travel periods apply and fares are subject to availability. Seats are limited and may not be available at peak times or on all flights. Payment surcharge may apply. Seat selection and checked baggage are not included in Economy Lite fares. Economy Lite fares are not recommended if you require flexibility with your travel as cancellations are not permitted and you may need to pay a fee and any fare difference to make a change. For other fare types, a fee and fare difference may be payable for changing or cancelling your booking. See Virgin Australia's [Domestic fees page](#) or [International fees page](#) for details. Refunds are not permitted for Economy Lite and Choice fares if you cancel your booking. Refunds are permitted for Economy Flex fares on payment of a fee. You may also request a refund for other reasons, including under the Australian Consumer Law. Check your fare rules for more information. Some flights may be operated by a partner airline. Full terms and conditions at [www.virginaustralia.com](http://www.virginaustralia.com).

**\*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.