



Virgin Australia Trade Newsletter

Say no to Status quo

For a limited time, when your corporate or SME clients are Velocity members, activate, book and fly 2+ times for business by 31 March 2025, they'll receive up to **125 bonus Status Credits**[^]. This means they can fast-track to a higher Status and take advantage of Velocity Status benefits[#].

Plus, new and existing Virgin Australia Business Flyer members can earn **50,000 bonus Velocity Points** for their business. Your SME clients will simply need to join if not a Virgin Australia Business Flyer member, or activate if an existing member and fly 6 more times on eligible Virgin Australia flights for business by 31 March 2025[~].

[Learn more](#)

Updates



Virgin Australia tops reliability podium

Virgin Australia was the country's most punctual and reliable major airline¹ in December according to on-time-performance (OTP) data released by the Bureau of Infrastructure and Transport Research Economics (BITRE).

[Read more](#)

Commercial Policy: VA Wet lease services to Doha

Virgin Australia has issued a new commercial policy to assist those guests who wish to reduce their connection time whilst in transit in Doha by rebooking onto Virgin Australia flights from Australia to Doha (operated by Qatar Airways for Virgin Australia, subject to regulatory approval). If you have a guest travelling via DOH between 12 June 2025 and 9 December 2025 that wants to reduce their connection time you can do so by referring to the published [commercial policy](#).

Great value fares, no matter when your client books

Virgin Australia offers expanded fare availability on domestic and international short-haul routes. With Lite, Choice, and Flex options available until the day of travel (subject to availability in Economy), you can provide clients with greater flexibility and value. This enhancement ensures your clients enjoy more fare choices at any booking stage, without changes to fare inclusions. Learn more about these fares via the [Fare Types page](#) on the Virgin Australia website or please visit our Agency Hub for resources to help you sell Virgin Australia fares.

[Learn more](#)

Reminder: Covid Credits

Reminder that any remaining Covid Credits, which are tickets issued between 21 April 2020 and 31 July 2022 must be used for booking and travel by 30 June 2025. Please refer to the table below on Domestic and International Virgin Australia standard ticket validity explainer.

Date of issue	Validity Explained
For standard tickets/EMDs issued BETWEEN 21 April 2020 and 31 July 2022.	These tickets are referred to as Covid Credits which can be used for booking and travel by 30 June 2025.

Please refer to the [Commercial Policy for Covid Credit Extension \(PDF\)](#) for full details.

Europe Peak Season Sale

Final days to book great value fares to Europe for travel between 17 June to 11 July 2025. Book an eligible flight (VA1 to VA22) to Doha and onward connections with Virgin Australia and Qatar Airways via your GDS. Hurry, sale ends Friday 31 January 2025. Flights subject to regulatory approval⁺.



Reward Seats now available on Virgin Australia services to Doha

Reward seats are now available on Virgin Australia's daily services to Doha (operated by Qatar Airways for Virgin Australia) from Sydney, Brisbane, Melbourne and Perth (VA1-29) and vice versa². Flights are subject to regulatory approval. To learn more on loyalty benefit available please visit our [website](#).

New Qatar Airways codeshare destinations available

VA*QR codeshare has expanded to the following destinations:

City code	Airport	Country	Codeshare/Interline
GYD	Baku	Azerbaijan	Codeshare (+interline)
ADD	Addis Ababa	Ethiopia	Codeshare (+interline)
ABJ	Abidjan	Ivory Coast	Codeshare (+interline)
SLL	Salalah	Oman	Codeshare (+interline)
AGP	Malaga	Spain	Codeshare (+interline)

All destinations are now on sale and available through your GDS.

FAQs

What key details should I include in my email to Virgin Australia Industry Support?

To assist us in handling your email enquiry efficiently, please include the following details:

- A booking reference (PNR) or ticket number
- The guest's full name
- A brief summary of the issue

Providing this information ensures the team member handling your enquiry can assist you effectively, even if it's not the same person you spoke with over the phone.

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

Received this from a colleague? Sign up to Virgin Australia Trade Communications

Agents can easily self-subscribe to Virgin Australia trade communications and newsletters by filling in the subscription form [here](#).

[Sign up](#)

[Agency Hub](#) | [Contact Us](#) | [Privacy](#)

Please add trade.release@e.virginaustralia.com to your address book.

You are receiving this message because you are a travel industry partner registered with Virgin Australia and you have agreed to receive trade releases or have otherwise told us you would like to receive trade releases. If you no longer wish to receive these messages from Virgin Australia, please

[click here to unsubscribe](#). Please do not reply to this message.

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

^Bonus Status Credits offer: Promotion is available between 12:01am AEST 28 January 2025 to 11:59pm AEST 31 March 2025 (inclusive) (**Promotion Period**).

To be eligible for the Velocity Frequent Flyer bonus Status Credits promotion, travellers must, during the Promotion Period:

1. Be a member of the Velocity Frequent Flyer program;
2. Activate this offer in the Velocity App or via a link contained within an email sent to the Velocity member;
3. Book two or more Eligible Flights, and add their Velocity membership number to the bookings before travel; and
4. Fly on the Eligible Flights (outlined below).

Bonus Status Credits are tiered according to the number of flights booked and flown within the Promotion Period. The bonus Status Credits will be awarded at the conclusion of the campaign based on the total flights flown during the Promotion Period as set out below:

Number of Eligible Flights booked and flown during the Promotion Period	Bonus Status Credits awarded
1	Nil
2	45
3	65
4	85
5	105
6+	125

An Eligible Flight is:

- A) a one-way domestic or short haul international flight marketed and operated by Virgin Australia, booked through [virginaustralia.com](#) adding an ABN number to the booking before travel where the ABN is linked to a Virgin Australia Business Flyer account, the Virgin Australia Business Flyer booking portal or via the member's nominated Travel Management Company; and
- B) ticketed during the Promotion Period in a fare class that normally accrues Status Credits.

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

Bonus Status Credits will be earned in addition to base Status Credits earned. Please allow up to 4 weeks after the Promotion Period to be awarded the bonus Status Credits to your Velocity Frequent Flyer account. This offer can be used in conjunction with the 50,000 bonus Velocity Points for your business offer for Small to Medium Businesses. Velocity Membership [Terms & Conditions](#) apply.

[Find out more](#) about how to maintain or upgrade your Velocity Status. Any Status Credits and Eligible Sectors earned are subject to expiry after 12 months from earn. Additional Status [Terms and Conditions](#) apply.

#Velocity Membership [Terms & Conditions](#) apply.

~Bonus Points offer: Promotion is valid between 12:01am AEST 28 January 2025 to 11:59pm AEST 31 March 2025 (inclusive) (**Promotion Period**).

If your business is not currently a member of Virgin Australia Business Flyer, for your business to earn 50,000 bonus Velocity Points, the business must, during the Promotion Period:

1. Apply and be approved for a new Virgin Australia Business Flyer membership ; and
2. Book and fly on at least six (6) Eligible Flights (outlined below).

If your business is currently a member of Virgin Australia Business Flyer, for your business to earn 50,000 bonus Velocity Points, the business must, during the Promotion Period:

1. Activate this offer through the activation link contained here; and
2. Book and fly on at least six (6) Eligible Flights (outlined below).

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 adding their ABN number to the booking before travel, the Virgin Australia Business Flyer booking portal or via the member's nominated Travel Management Company; and
- B. ticketed during the Promotion Period in a fare class that normally accrues Velocity Points for the business (excludes Lite fares).

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 for the business. The bonus Velocity Points can only be earned once during the Promotion Period. Please allow up to 4 weeks after meeting all criteria for the Velocity Points to be allocated to the Virgin Australia Business Flyer account. [Virgin Australia Business Flyer](#) and [Velocity Membership T&Cs](#) apply.

*Fares on sale from 00:01am AEST 24 January 2025 to 11:59pm AEST 31 January 2025, unless sold out prior. For travel on selected dates between 17 June 2025 and 11 July 2025 (inclusive). Flights are subject to regulatory approval. Prices are based on a return Economy Choice fare booked on virginaustralia.com. Sale fares are for flights marketed by Virgin Australia (operated by Qatar Airways for Virgin Australia) with a VA flight number VA1 to VA22 (inclusive) between Sydney, Brisbane and Perth and Doha, and flights operated by Qatar Airways on other routes. Seats are limited and may not be available at peak times or on all flights. Return fares may vary with the addition of local taxes and charges or due to currency fluctuations. Payment surcharge may apply. Fare inclusions (like different baggage allowances), and change and cancellation fare rules will be different depending on the partner airline operating your flight. See Virgin Australia's fares pages for information about fees and charges you may incur when you change or cancel your fare operated by a partner airline (<https://www.virginaustralia.com/au/en/travel-info/flying-with-us/fare-types/international-fares/partner-fares/>). You may also request a refund for other reasons, including under the Australian Consumer Law. Check your fare rules for more information. Full T&Cs at www.virginaustralia.com.

¹Major Australian airlines include Virgin Australia, Qantas and Jetstar.

²The Reward Seat base fare is payable in Velocity Points, and taxes, fees and carrier charges are payable in addition to Velocity Points redeemed for the base fare. Taxes, fees and carrier charges can be paid in cash or by redeeming Velocity Points. Reward Seats are limited and may not be available at peak times or on all flights. Reward Seat bookings must be made on the Virgin Australia website by selecting "Use Points". Reward Seats and associated charges are not eligible for Points earn. Payment surcharge may apply. You can change or get a refund for your booking by paying a fee and any fare difference, at least 24 hours before scheduled departure. You may also request a refund for other reasons, including under the Australian Consumer Law. View the Velocity Reward Seat fare rules for more information. Virgin Australia flights between Australia and Doha (VA1 - VA29) will be operated by Qatar Airways for Virgin Australia and are subject to regulatory approval. Different baggage allowances and conditions may apply to these flights. Full terms and conditions at velocityfrequentflyer.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.