

# Changes to the Velocity Frequent Flyer Program

Velocity is introducing changes designed to deliver on what is most valued by our members: domestic redemptions and being better recognised for their loyalty. These changes will be balanced by some other adjustments to the program, while ensuring we continue to provide great value in the Australian market.

## Two new Status Levels to recognise loyalty



Introducing Forever Gold, a new Status level to recognise our members' long-term loyalty by providing lifetime access to Gold Status benefits.<sup>1</sup>

**From 1 October 2025**



Introducing Platinum Plus, our new VIP Status level designed to recognise our most frequent flyers, going above and beyond Platinum.<sup>2</sup>

**From 1 October 2025**

## Status earn with Velocity



Removing Eligible Sectors as a qualification to attain or maintain your Status level.<sup>3</sup>

**From 1 October 2025**



Awarding Status Credits based on fare type and total fare paid on eligible Virgin Australia flights.<sup>4</sup>

**For bookings made from  
2 April 2025**



Reducing the number of Status Credits earned when flying with our Airline Partners.

**For flights flown from  
1 October 2025**

## Improving the digital experience for Status



Improving Status Credit expiry date tracking in My Velocity.

**From 1 October 2024**



Ability to track your progress towards Status and Forever Gold.

**From 1 October 2025**

# Reward Seat pricing



Reducing Virgin Australia one-way Domestic economy Reward Seat lead in price, now starting from 5,900 Velocity Points + taxes, fees and carrier charges.<sup>5</sup>  
**From 17 October 2024**



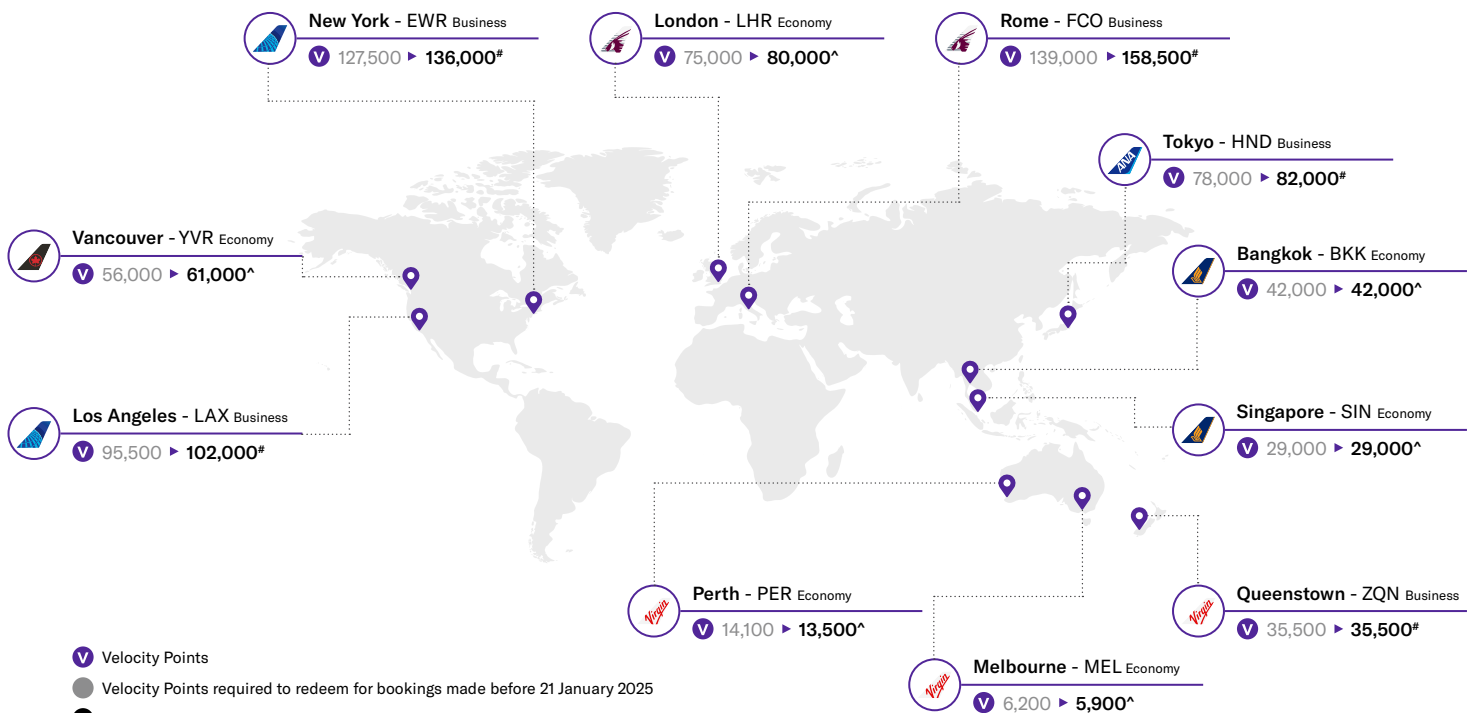
We are increasing some of the other Velocity Points prices in the range of Domestic one-way economy Virgin Australia Reward Seats as well as the Points price for one-way Short-Haul International Virgin Australia Reward Seats.<sup>6</sup>  
**For bookings made from 21 January 2025**



Increasing the Velocity Points prices on selected fares and routes across our International Airline Partner network.<sup>7</sup>  
**For bookings made from 21 January 2025**



Here's a snapshot of our new Reward Seat prices on popular destinations across the Virgin Australia and Partner Airline network.



- Velocity Points
  - Velocity Points required to redeem for bookings made before 21 January 2025
  - Velocity Points required to redeem for bookings made from 21 January 2025 onwards
- All examples are based on flights departing Sydney.  
 Virgin Australia Domestic Reward Seat lead in price for Perth and Melbourne starting from.

<sup>^</sup> Plus \$43.33 - \$342.97 in taxes, fees and carrier charges for a one-way Reward Seat in Economy Class with Virgin Australia or Partner  
<sup>#</sup> Plus \$101.28 - \$335.37 in taxes, fees and carrier charges for one-way Reward Seat in Business Class with Virgin Australia or Partner Airlines

## Velocity Points earn on Virgin Australia



Earn 4 Base Points per \$1 spent on eligible Virgin Australia marketed and operated flights.<sup>8</sup>

**For bookings made from 2 April 2025**



Earn 5 Base Points per \$1 spent on eligible Virgin Australia marketed and operated flights with an eligible Velocity Points earning credit card.<sup>9</sup>

**For bookings made from 2 April 2025**

## UpgradeMe Velocity Points pricing with Virgin Australia



UpgradeMe Velocity Points moves to a single Points price when requesting a business class upgrade.<sup>10</sup>

**For upgrades requested from 18 November 2025**



The minimum Velocity Points required to upgrade an eligible fare (excluding Economy Lite fares) will now start from 10,000 Velocity Points for Virgin Australia Domestic routes.<sup>10</sup>

**For upgrades requested from 18 November 2025**



The minimum Velocity Points required to upgrade an eligible fare (excluding Economy Lite fares) will now start from 8,000 Velocity Points for Virgin Australia Trans-Tasman and Short-Haul International routes.<sup>10</sup>

**For upgrades requested from 18 November 2025**

## Things our members love that are here to stay



### Family Pooling

Pool your family's Points and Status Credits into one account to get wonderful rewards, fast.



### Fly to over 500 destinations

Earn Velocity Points and Status Credits when flying within Australia or overseas, on Virgin Australia and our domestic and international partner airlines.



### Earn Points on every day spend

Whether its flying, shopping, holiday or everyday spend – earn with Velocity partners.



### Unlock Status benefits

The more you fly, the higher your Status. Enjoy Status benefits including priority airport service, lounge access, Points bonus' and more.



### Points + Pay on Virgin Australia flights

Reduce the price of your flight by using Velocity Points. Every 2,500 Points you redeem with 'Points + Pay' allows you to reduce your fare by \$15.



### Points Transfer

Set your Points balance soaring when you transfer to Velocity from eligible Velocity partners.

## Terms and Conditions

1) From 1 October 2025, Forever Gold will be introduced as Velocity Frequent Flyer's new Status level to recognise long-term loyalty. To be eligible for Forever Gold Status, Velocity members must have a total of 12,000 Status Credits in their Status Credit balance calculated from 1 February 2013 onwards, with at least 9,000 Status Credits in their balance earned on Virgin Australia marketed flights flown by the member. Status Credits earned through Partner Airline marketed flights, Family Pooling (as a beneficiary), Flybuys, eligible Velocity Points earning credit cards or any other partners will not count towards the minimum balance requirement of Status Credits which must be earned on Virgin Australia marketed flights. Status Credits transferred to a beneficiary through Family Pooling are not earned by the contributor and do not form part of the contributor's Status Credit balance. Forever Gold members will be entitled to Gold membership benefits in each Benefit Period, unless their Status level is Platinum or Platinum Plus (in which case you will receive the member benefits for your Platinum or Platinum Plus Status level (as applicable) in the relevant Benefit Period). Forever Gold members are not eligible for Membership Pause. Complimentary Partner memberships are only available once for all Gold members as per Velocity membership Terms and Conditions. Velocity may change Gold membership benefits at its discretion. Forever Gold is not transferrable to any other member. Forever Gold members will not downgrade below Gold Status. Forever Gold Status will terminate when Velocity membership is terminated by the member or Velocity, including when Velocity becomes aware the member has passed away.

2) From 1 October 2025, Platinum Plus will be Velocity Frequent Flyer's highest published Status level. To be eligible to upgrade into Platinum Plus Status, Velocity members must have a total of 2,000 Status Credits in their Status Credit balance earned during the previous 365 days, with at least 1,500 Status Credits in their balance earned on Virgin Australia marketed flights flown by the member. Status Credits earned through Partner Airline marketed flights, Family Pooling (as a beneficiary), Flybuys, eligible Velocity Points earning credit cards or with any other partners will not count towards the minimum balance requirement of Status Credits to be earned on Virgin Australia marketed flights. Status Credits transferred to a beneficiary through Family Pooling are not earned by the contributor and do not form part of the contributor's Status Credit balance. Platinum Plus members will be entitled to Platinum membership benefits (excluding Companion Gold) in each Benefit Period and: Highest level of priority and service throughout the travel journey; ability to gift Companion Platinum membership; Utilisation of Complimentary Business Class Upgrades on Virgin Australia Flex and Choice fares; Access to Fly Later; Total Baggage allowance of 5x 32kg per Virgin Australia flight (excluding Lite fares); Access to an Australian based Priority phone service; and access to exclusive events and offers throughout the year, subject to availability. Velocity may change Platinum Plus membership benefits at its discretion.

3) From 1 October 2025, Eligible Sectors will no longer be required to upgrade or maintain your Status level. To be eligible to upgrade into Silver, Gold, and Platinum Status, Velocity members must have the required number of Status Credits in their Status Credit balance earned during the previous 365 days, with at least 50% of the Status Credits in their balance earned on Virgin Australia marketed flights flown by the member. To be eligible to maintain Silver, Gold, and Platinum Status, Velocity members must have the required Status Credits in their Status Credit balance earned during their Benefit Period, with at least 50% of the Status Credits in their balance earned on Virgin Australia marketed flights flown by the member. Status Credits earned through Partner Airline marketed flights, Family Pooling, Flybuys, eligible Velocity Points earning credit cards or with any other partners will not count towards the minimum balance requirement of Status Credits to be earned on Virgin Australia marketed flights flown by the member. Status Credits transferred to a beneficiary through Family Pooling are not earned by the contributor and do not form part of the contributor's Status Credit balance. For more information on how many Status Credits are required, click here. Your Status Credit balance may go up or down on a daily basis as credits are earned or expire. To view your up to date balance, visit My Velocity.

4) From 2 April 2025, Velocity members will earn Status Credits on eligible Virgin Australia flights based on fare type and the 'All Inclusive Fare'. Eligible Virgin Australia flights are any Virgin Australia marketed and operated flight, or any Virgin Australia marketed and Link Airways operated flight. Velocity members will earn 1 Status Credit per \$12 spent on Virgin Australia Choice, Flex and Business 'All Inclusive Fares'. Velocity members will earn 1 Status Credit per \$24 spent on Virgin Australia Lite 'All Inclusive fares'. The 'All Inclusive Fare' includes base fare, taxes (including GST), fees and carrier charges and excludes seat selection purchase and other extras, such as Economy X, Preferred Seating, Baggage Allowance or Carbon Offset. Status Credits will be rounded to the nearest Status Credit. Status Credits cannot be earned on Velocity Reward Seat bookings. Velocity membership and Status Credit earn are subject to the Member Terms and Conditions, as amended from time to time. Your Status Credit balance may go up or down on a daily basis as credits are earned or expire. To view your up to date balance visit My Velocity.

5) From 17 October 2024, Velocity is reducing all lead-in base fare Reward Seat prices for new one-way Domestic economy class Reward Seat bookings on Virgin Australia. In addition to the Velocity Points price, taxes, fees and carrier charges are payable. For more information on the pricing, see website for details. The quoted domestic redemption fares are the lowest Reward Seat pricing available from 17 October 2024 onwards. Points value for the quoted domestic redemption fares is based on Sydney to Melbourne domestic one-way Economy Reward Seat fare with Virgin Australia and must be booked on the Virgin Australia website and selecting "Use Points". Taxes, fees and carrier charges are payable in addition to Velocity Points redeemed. Carrier charges apply for Reward Seat bookings on flights operated by Virgin Australia. Price may vary until ticketed. Reward Seats and associated charges are not eligible for Points earn. Seats are limited and may not be available at peak times or on all flights. 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. Some flights may be operated by a partner airline. Different baggage allowances and conditions may apply to these flights. Full Terms and Conditions at [velocityfrequentflyer.com](http://velocityfrequentflyer.com).

6) From 21 January 2025, the base fare for non lead-in Reward Seat prices for Domestic and the base fare for Short-Haul International bookings available on new one-way economy class Reward Seat bookings on Virgin Australia are changing. In addition to the Velocity Points price, taxes, fees and carrier charges are payable. For more information on the pricing, see website for details. View the Velocity Reward Seat fare rules for more information.

7) Any voluntary changes (by you) to Reward Seats ticketed up to 20 January 2025 will, from 21 January 2025 require cancellation and refund (if applicable) of the original ticket. Any new International Partner Airline Reward Seat ticketed from 21 January 2025 will be according to the new Points redemption table.

8) 'Base Points' refers to the minimum number of Points that can be earned by a Red member when flying with Virgin Australia. If the flight is booked as a Virgin Australia Itinerary, then the Base Points earn amount will be calculated using the 'Points per dollar spent on the All-Inclusive Fare' method at a rate of 5 Base Points per dollar spent for bookings made before 2 April 2025 and at a rate of 4 Points per dollar spent for bookings made on or after 2 April 2025. The 'All Inclusive Fare' includes base fare, taxes (including GST), fees and carrier charges and excludes seat selection purchase and other extras, such as Economy X, Preferred Seating, Baggage Allowance or Carbon Offset. If the Virgin Australia flight is booked in conjunction with another flight (or flights) on any other airline on a joint itinerary, then the Base Points amount will be calculated using the 'fare type originally purchased, and the miles flown as part of the Virgin Australia flight' method at the rates outlined on the table on the Virgin Australia partner page on the Velocity Frequent Flyer website.

9) From 2 April 2025, Velocity members that have earned Points from spending with an eligible Velocity Points earning credit card within the 12 months prior to flying with Virgin Australia or Link Airways will earn 5 Base Points per \$1 spent on the All-Inclusive Fare when flying on a Virgin Australia operated flight with a VA flight number, or a Link Airways operated flight with a VA flight number (VA). The 'Base Points' refers to the minimum number of Points that can be earned by a Red member when flying with Virgin Australia. The 'All Inclusive Fare' includes base fare, taxes (including GST), fees and carrier charges and excludes seat selection purchase and other extras, such as Economy X, Preferred Seating, Baggage Allowance or Carbon Offset. As at 17 October 2024, the Velocity Credit Cards that are eligible to earn 5 Base Points per \$1 spent on the All-Inclusive Fare include: American Express Velocity Gold Card, American Express Velocity Escape Card, American Express Velocity Platinum Card, American Express Velocity Business Card, Bank of Queensland Signature Velocity Card, Bank of Queensland Specialist Platinum Velocity Card, Westpac Altitude Mastercard Platinum, Westpac Altitude Mastercard Black, Virgin Money Virgin Australia Velocity Flyer Card and, Virgin Money Virgin Australia Velocity High Flyer Card. This list is subject to change at Velocity's discretion.

10) From 18 November 2024, for UpgradeMe Points requests, members will be charged a single points price per each one-way miles zone, starting from 10,000 Velocity Points for Virgin Australia Domestic routes and 8,000 Velocity Points for Virgin Australia Trans-Tasman and Short-Haul International routes. For more information on the new UpgradeMe Points click here. The final Points price redeemed will reflect the published price at the time when the request was made (even if the request is waitlisted) rather than when the members upgrade request is accepted. For example, if a request is made prior to 18 November 2024, for a flight that is scheduled to be flown after 18 November 2024, the lower price will still apply. UpgradeMe Points requests are subject to Business Class availability and standard UpgradeMe Points Terms and Conditions, which are available here.

To find out more visit  
[velocityfrequentflyer.com/velocity-program-changes](http://velocityfrequentflyer.com/velocity-program-changes)

