

## Virgin Australia (VA) returns to Doha (DOH) in partnership with Qatar Airways (QR)

### Agency Partners Fact Sheet

#### About the Virgin Australia (VA) flights to Doha operated by Qatar Airways (QR):

Virgin Australia is excited to announce that we have strengthened our strategic partnership with Qatar Airways. Subject to regulatory approval, Virgin Australia will offer daily services to Doha from Sydney, Brisbane, and Perth for sale from today, with flights commencing in June 2025. Flights from Melbourne will go on sale in early 2025, for travel from the end of 2025.

The new services will be operated by Qatar Airways for Virgin Australia. This partnership will provide greater choice, benefits and value for your customers including:

- More options for international travel, with an initial 21 additional flights to Doha from Sydney, Brisbane, and Perth. This expansion will increase to 28 weekly flights with the launch of the Melbourne to Doha route later in 2025. Subject to regulatory approval and availability.
- A seamless booking experience via Virgin Australia or Qatar Airways when arranging travel to Europe, Africa, the Middle East, and beyond.
- Great value fares on Virgin Australia flights to Doha, Qatar, flown on Qatar's Boeing 777, including the much loved QSuite, access to thousands of inflight entertainment options, and food and beverage.

Virgin Australia marketed international long haul flights operated by Qatar Airways for Virgin Australia (with VA flight numbers VA1 to VA29) will be available to sell from today, 12 December 2024, for travel from mid-June 2025, leaving from Sydney, Brisbane and Perth.

#### When will the tickets go on sale for the new services, and when will flying commence?

From 12 December 2024, Australians can book direct flights from Sydney, Brisbane, and Perth to Doha on 21 new weekly return Virgin Australia services (operated by Qatar Airways).

Subject to regulatory approval, the first services are expected to commence flying from:

- Departing Sydney: 12 June 2025
- Departing Brisbane: 19 June 2025
- Departing Perth: 26 June 2025

Melbourne to Doha route will launch later in 2025, at which point there will be 28 weekly return Virgin Australia services (operated by Qatar Airways).

#### What are the routes and schedule for this service?

Subject to regulatory approval, Virgin Australia will offer daily flights from Sydney, Brisbane and Perth from mid-June 2025, and Melbourne late-2025.



## Port: Sydney\*

Flight number	Effective from	Frequency	Departure destinations	Departure time	Arrival destinations	Arrival time	Subfleet
VA 0001	12-Jun-25	Daily	SYD	14:50	DOH	22:50	QR 77W
VA 0002	13-Jun-25	Daily	DOH	9:15	SYD	6:15 +1	QR 77W

## Port: Brisbane\*

Flight number	Effective from	Frequency	Departure destinations	Departure time	Arrival destinations	Arrival time	Subfleet
VA 0015	19-Jun-25	Daily	BNE	15:10	DOH	23:00	QR 77W
VA 0016	20-Jun-25	Daily	DOH	1:40	BNE	22:45	QR 77W

## Port: Perth\*

Flight number	Effective from	Frequency	Departure destinations	Departure time	Arrival destinations	Arrival time	Subfleet
VA 0021	26-Jun-25	Daily	PER	15:20	DOH	21:50	QR 77W
VA 0022	27-Jun-25	Daily	DOH	19:50	PER	11:55 +1	QR 77W

\*Schedule subject to change and regulatory approval.

Melbourne to Doha route schedule will be provided closer to launch late 2025.

### What does this mean for my customers?

The partnership between Virgin Australia and Qatar Airways is set to deliver more value and choice for Australian travellers with:

- **More Choice and Flexibility:** Connections to over 109 destinations across Europe, the Middle East and Africa departing from Sydney, Perth, Brisbane and Melbourne.
- **Lounge Access and Benefits:** Velocity Gold and Platinum members and Business Class guests will enjoy access to Qatar Airways' network of lounges<sup>^</sup> when travelling on flights operated by Qatar Airways on behalf of Virgin Australia and Bonus Points earn on miles flown\*.
- **A Premium Experience:** Your customers can enjoy premium service with Qatar Airways, the World's Best Airline, renowned for their QSuite Business Class<sup>1</sup>.



- **Enjoy a rewarding Journey:** Your customers who are Velocity Frequent Flyer members or Privilege Club members can earn reciprocal benefits on eligible Virgin Australia marketed international long haul flights between Australia and Doha (operated by Qatar Airways)\*.

## How can I purchase a fare on the new services through VA?

Virgin Australia marketed international long haul flights to Doha (operated by Qatar Airways) will be available for sale through the Australian point of sale and point of origin through VA and QR Sales channels. For all other points of sale, pricing will be made available globally through Qatar Airways sales channels only.

## Will I be able to combine a VA marketed international long haul flight (with VA flight number VA1 to VA29) with another QR operated service on a single ticket?

For ticket combinability, please refer to the published fare rules.

## What are the fare inclusions for the new services?

Key fare inclusions across Virgin Australia Economy Choice, Economy Flex, and Business fare types include the following:

	CHOICE	FLEX	BUSINESS
	Pick your seat and bring a checked bag for the ride.	Flexibility if plans change. Pick a seat and check your bag.	Enjoy extra space, premium comforts and priority perks.
Carry-on baggage	✓ 7Kg	✓ 7Kg	✓ 14Kg
Checked baggage	✓ 1x25kg	✓ 1x30kg	✓ 1x40kg
Choose your standard seats	✓ Standard seat selection is by calling the Virgin Australia Guest Contact Centre.		
Food onboard	✓	✓	✓
Lounge access	Not included. Lounge access is available to Velocity Gold and Platinum members^.		✓
Inflight entertainment	✓	✓	✓
Velocity Points*	✓	✓	✓
Velocity Status Credits*	✓	✓	✓

Please refer to our [website](#) for the full fare inclusions for Virgin Australia flights to Doha operated by Qatar Airways.

## During what part of the booking process will I be able to select a seat for my customer?

Standard seat selection is available on completion of your customer's booking. Your customer can then contact the Virgin Australia Guest Contact Centre on 13 67 89 or +61 7 3295 2296 to select their seat.



### **What are the loyalty program benefits for my customers that are Velocity Frequent Flyer members?**

For your customers who are Velocity Frequent Flyer members, this partnership offers benefits and rewards including:

- Earn Velocity Points and Status Credits, when flying on Virgin Australia marketed international long haul flights between Australia and Doha (operated by Qatar Airways)\*
- Reward Seats on the new services will be available to book early in 2025

Additionally, eligible Velocity Gold and Platinum members will receive the following tier benefits:

- Priority Check-in and boarding~
- Lounge access when travelling on eligible flights^

### **Can a customer bring additional baggage on these new services?**

No. Additional carry-on or checked baggage entitlements for Velocity Silver, Gold and Platinum members are not available on these services at this time. Agents can stay up to date with the latest news by visiting the Virgin Australia [Agency Hub](#) or by subscribing to the Virgin Australia [Trade News](#).

### **Can a customer pre-purchase additional baggage on these new services?**

No. Any additional baggage on top of the included fare allowance can only be added as excess baggage at the airport, subject to space availability and on payment of a fee. Agents can stay up to date with the latest news by visiting the Virgin Australia [Agency Hub](#) or by subscribing to the Virgin Australia [Trade News](#).

### **What lounges will my customers who are travelling in Business Class have access to in Doha when travelling on the new VA services?**

Eligible Business Class passengers will have access to the Al Mourjan Business Lounge in Doha. More information about lounge eligibility is available on the [Virgin Australia website](#).

### **What lounges do my customers have access to if they are Velocity Gold or Platinum members?**

International lounge access to Qatar Airways owned and operated lounges and third-party partner lounges are available when travelling on a QR operated flight. This includes Virgin Australia marketed international long haul flights between Australia and Doha (operated by Qatar Airways) with a VA or QR flight number.

Eligible Velocity tier members can enjoy access to international lounges including:

- Qatar Airways Gold and Platinum Lounges in Doha
- Air New Zealand Lounge in Sydney, Perth, and Brisbane
- Marhaba Lounge in Melbourne
- London Heathrow Frequent Flyer Lounge



For a full list of lounges available to eligible Velocity tier members, please visit the Virgin Australia [website](#). For further information on loyalty lounge benefits included, please refer to Velocity membership [terms and conditions](#).

## **What does this mean for my corporate customers who hold a Corporate Air Agreement with Virgin Australia?**

Virgin Australia is excited to offer corporate customers exclusive discounts when flying on the Virgin Australia marketed international long haul flights between Australia and Doha (operated by Qatar Airways) as part of their Corporate Air Agreement. Our Corporate Sales team will be working with eligible corporate customers on these changes.

## **What does this mean for my customers who are Virgin Australia Business Flyer members?**

Virgin Australia is pleased to offer Virgin Australia Business Flyer members discounts when flying on the Virgin Australia marketed international long haul flights between Australia and Doha (operated by Qatar Airways). For further information please refer to the program's [terms and conditions](#).

## **What commissions are available on Virgin Australia marketed International Long Haul flights (operated by Qatar Airways)?**

Base Commission levels apply to all public fares ticketed on Virgin Australia (795) ticket stock and issued by Trade Partners that do not have a Commercial Sales Agreement with Virgin Australia. Please refer to the [Base Commission Policy](#) Point of Sale Australia Policy available on our [Agency Hub](#).

## **Have further questions?**

If you require technical support, the Virgin Australia Agents Helpdesk is available 7 days a week. For assistance, please call 13 67 37 or email [va.agentshelpdesk@virginaustralia.com](mailto:va.agentshelpdesk@virginaustralia.com). Operating hours are Monday-Friday: 5.00am - 11.00pm | Saturday-Sunday: 7.30am - 6.00pm (AEST). International agents please refer to our [Industry Support contact list](#).

### Terms and Conditions:

\*Velocity Member [Terms and Conditions](#) and Privilege Club Member [Terms and Conditions](#) apply. Velocity Points can be earned on Virgin Australia flights between Australia and Doha (operated by Qatar Airways for Virgin Australia) with a VA flight number VA1 to VA29 (inclusive). The Velocity Points earned 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. Velocity members will earn Status Credits on eligible Virgin Australia marketed flights with a VA flight number that are operated by partner airlines, Virgin Australia flights between Australia and Doha (operated by Qatar Airways for Virgin Australia) with a VA flight number VA1 to VA29 (inclusive). Status Credit earn for these flights is based on the fare type originally purchased and number of miles flown at the earn rates outlined on the relevant partner airline page on the Velocity Frequent Flyer website. For all Status Credit earn, Status Credits accrual is based on single flight segments that consist of individual flight numbers. An itinerary that involves a change in aircraft but retains the same flight number is considered a single flight segment. An itinerary that consists of a change in flight numbers, even if the same aircraft is used for the entire itinerary, is considered two flight segments. Domestic flights booked within an international journey will accrue Status Credits at the earn level for international flights. Members travelling on upgraded fares purchased with Points or any other subsidised means of upgrades on Virgin Australia or our partner airlines will earn Status Credits based on original purchased fare type.

-Priority Check-in and boarding is available at selected ports. See <https://www.velocityfrequentflyer.com/content/Status/Benefitsat-a-glance/> for more information.

~International lounge access to Qatar Airways owned and operated lounges and third-party lounges are available when travelling in Business class or guests who are a Velocity Gold and Platinum status members when travelling on a QR operated flight. This includes Virgin Australia flights operated by Qatar Airways with a VA-flight number between Australia and Doha.

1Qsuite is available on select routes for Qatar Airways Business Class. Please check the availability of Qsuite for your flight at the time of booking. Qsuite may also be unavailable for operational reasons due to aircraft change. Find out more [here](#).

