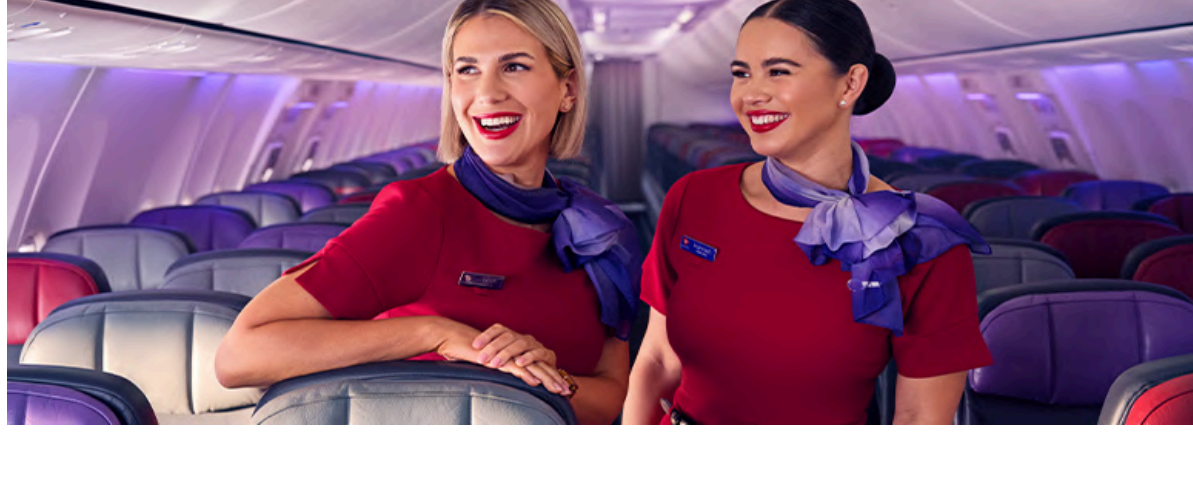




Virgin Australia Trade Newsletter



Winners of Best Cabin Crew

Virgin Australia has won World's Best Cabin Crew for the seventh consecutive year in the AirlineRatings.com 2025 Airline Excellence Awards. Additionally, Virgin Australia's WA-based regional and charter business, Virgin Australia Regional Airlines (VARA), was also awarded the World's Best Regional Airline for the second year in a row.

These wins were followed by the [release of January data](#) by the Bureau of Infrastructure and Transport Research Economics (BITRE), which shows that Virgin Australia continues to lead the country's major airlines¹ in on-time performance (OTP) and the completion of scheduled flights.

[Read more](#)

Updates



Air India codeshare announcement

Virgin Australia is delighted to announce our new codeshare with Air India, bringing our guests and Air India customers enhanced connectivity and seamless travel between India and Australia.

The partnership enables Air India customers to travel from Delhi to Melbourne or Sydney and connect seamlessly on Virgin Australia flights to 16 destinations in Australia and New Zealand – making it easier to explore everything the region has to offer. Codeshare bookings are now available via your GDS.

Guide to seat selection process for Virgin Australia and Qatar Airways flights

Qatar Airways and Virgin Australia are working together to provide a seamless travel experience for our customers. Please use the table below for details on how to select seats for your customers on the following operating flights:

Operating Carrier	Ticketing Carrier	How to select seats
Virgin Australia Domestic	795 VA & 157 QR	Contact Virgin Australia Guest Contact Centre on 13 67 89
Virgin Australia new Doha Services operated by Qatar Airways Between Australia and Doha (VA01 to VA29). Subject to regulatory approval.	157 QR	Contact Qatar Airways Contact Centre on +61 2832 01015
	795 VA	Contact Virgin Australia Guest Contact Centre on 13 67 89
Qatar Airways Between Australia to Doha and beyond.	157 QR	As per current seat selection methods via qatarairways.com, GDS, trade portal or contact Qatar Airways Contact Centre on +61 2832 01015
	795 VA	Users can proceed to qatarairways.com or contact Qatar Airways Contact Centre on +61 2832 01015

- Seat selection may incur an additional fee.
- Seat selection for rows 16 to 28 on Virgin Australia new Doha Services operated by Qatar Airways (VA1 to VA29) is currently restricted and can only be allocated during airport check-in.



Expanded Fare Brands for business travel

In an Australian first, we've increased the availability of Fare Brands for customers when they book with Virgin Australia. These changes enable customers to access a greater range of fares, regardless of when they book with us (subject to Economy Seat availability). Discover how we're offering more flexibility and choice for business travellers.

[Find out more](#)

GDS system seating issues resolved

The seating issues that were affecting the Amadeus and Galileo GDS systems have now been resolved. If you are still experiencing any issues, contact the Virgin Australia Industry Support team at 13 67 37 or email va.agentshelpdesk@virginaustralia.com.

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 will receive up to **125 bonus Status Credits**^{*}. This means they can fast-track to a higher Status and take advantage of Velocity Status benefits^{*}.



Fly 2 eligible one-way flights
Earn **45 bonus Status Credits**^{*}



Fly 4 eligible one-way flights
Earn **85 bonus Status Credits**^{*}



Fly 6+ eligible one-way flights
Earn **125 bonus Status Credits**^{*}

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](#)

New Qatar Airways codeshare destinations available

VA*QR codeshare has expanded to the following destinations:

City code	Airport	Country	Codeshare/Interline
AYT	Antalya	Turkey	Codeshare (+interline)
BJV	Bodrum	Turkey	Codeshare (+interline)
TZX	Trabzon	Turkey	Codeshare (+interline)
JMK	Mykonos	Greece	Codeshare (+interline)

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

Corporate Name Changes

To take advantage of the free name change on corporate fares the original ticket must contain a /CO /GV ticket designator or have WG at the end of the fare basis on every coupon. If the ticket is combined with a fare that is not a corporate fare, then the name change fee must be collected. Please see the [Domestic Corporate and Government Name Change Policy](#) for full information regarding fare combinability when utilising corporate fares.

FAQs

What fare type is best for my customers who want to pre-select their seats?

To ensure customers secure their preferred seating, especially families or groups, we recommend booking Choice or Flex fares, as these fare types include seat selection. Lite fares do not include seat selection but seat selection can be purchased separately. For detailed information on each fare type, please visit our [website](#) or watch our fare types [video](#).

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](#)

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.

^{*}Virgin Australia Business Flyer membership is available to businesses with an active ABN/ACN and an Australian business address that spend less than \$300K per annum on flights with Virgin Australia. The business cannot be a travel agent, travel management company, travel wholesaler, air travel consolidator or anyone re-selling air travel. For more information please see the [Virgin Australia Business Flyer Terms and Conditions](#).

***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.

¹Major airlines include Virgin Australia, Qantas and Jetstar.