



australia



## Virgin Australia Trade Newsletter

### Vote for us

The 2024 National Travel Industry Awards (NTIA) will be held at the ICC Sydney on 26 October, celebrating the travel industry's achievements. We're thrilled to be nominated for Most Popular Airline – Online. Congratulations to all the nominees, and we look forward to a wonderful event.

[Vote now](#)



## Updates

### Combining fares on Virgin Australia tickets

When a Lite fare or published fare is booked as part of a return or multi-sector booking in combination with private corporate or government fares, the most restrictive fare rules apply to all sectors within the ticket.

Scenario:

- Sydney to Melbourne – M class Lite Fare outbound
- Melbourne to Sydney – Q class Choice Fare inbound

The guest wants to cancel the booking and put the ticket into credit. The Lite fare rules, which are the most restrictive, do not allow this. Cancelling this booking and putting the ticket into credit to use at a later date will result in an ADM.

For more information, please refer to our [General Booking Policy](#).

## Corporate Name Change and Name Correction policies

Please see the updated [Domestic Corporate and Government Name Change Policy](#) and [Corporate and Government Name Correction Policy](#) for full information regarding fare combinability when utilising corporate fares.

## Updates to our Cairns-Haneda service

Virgin Australia will withdraw its services between Cairns and Tokyo (Haneda) effective 24 February 2025. Virgin Australia will also consolidate its Tokyo schedule for the off-peak months from September 2024 to mid-November 2024, continuing to operate six services weekly during this period. Travel agents with guests impacted please use waiver code **BW000269**. This waiver code applies to bookings to or from Tokyo (Haneda) on Virgin Australia operated services with a travel date from 24 February 2025, and bookings impacted by planned schedule changes with a travel date between September 2024 and mid-November 2024 only.

For more information, please contact the Agents Helpdesk on 13 67 37.

## Register for our upcoming masterclasses

- **Schedule Changes & Disrupt:** Join us on Tuesday 6 August, where we will discuss policies and processes for both voluntary and involuntary changes. Register [here](#).
- **Fare Brands, Rules, Inclusions & Fees:** Hosted on Tuesday 13 August, this interactive session will help you understand the flexibility of our fares and the applicable ancillary fees/charges. Register for our 9:30am session [here](#) or 11:30am session [here](#).

Find out more on the Masterclass Series page [here](#).

## FAQs

### I have an urgent request, what is the best way to contact Virgin Australia for support?

For urgent assistance or enquiries related to ticketing, GDS troubleshooting, and more, please call our Agent Helpdesk on 13 67 37. Our current average call wait time is only 9 seconds~. See our Agency Support flyer for information on support available to you [here](#).

### Can you tell me more about the Virgin Australia fleet?



**91** aircraft in our current fleet^



**39** new generation aircraft arriving over the next five years



**\$110M** investment in reconfiguration of our 737 fleet currently underway



**11.8 years** Virgin Australia maintains one of the youngest commercial fleets in Australia, with an average age of 11.8 years

## 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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~Based on average Agent Helpdesk call centre wait times as of June 2024.

^Number of aircraft in the Virgin Australia fleet as of 23 July 2024.

**\*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.