



australia



## Virgin Australia Trade Newsletter

### Agency Hub Refresh

As a valued Agency Partner, we want your feedback. To help guide a refresh of our Agency Hub we want to gather your valuable insights to find out what currently works well, what doesn't, and what features or improvements can be made to ultimately benefit you the most.

This brief survey will take less than 5 minutes to complete, and your feedback will be anonymous.

[Take our survey](#)



## Updates



## Win a share of 8 million Points when you book with us for business\*

Ready to become a Points millionaire? Simply book your clients on eligible business travel flights by 28 October 2024 to enter for a chance to WIN! There are 8 weekly draws, each offering you a chance to win 1 million points when your clients fly with us for business.\*

[Learn more](#)

### Onboard Purchases



#### Tap and Pay

Virgin Australia now accepts digital credit card payments for all purchases from our onboard menu. For up-to-date information on which cards are accepted, you can visit our website [Onboard menu](#).



#### Digital Receipts

Instead of paper receipts for purchases from our onboard menu, guests can now download a digital copy of their receipt after their flight. Simply visit our new digital receipt [portal](#), enter the flight date, flight number and the last four numbers of the credit card used.



#### High Speed Wi-Fi

Velocity Platinum and Business Class guests enjoy complimentary access while all other guests can purchase a High Speed Wi-Fi pass once they board, enabling them to browse, message, stream and stay in touch while in the air. If a High Speed Wi-Fi pass has been purchased, a receipt will be emailed direct to the guest. Copies of the receipt can be obtained by emailing [support@wifionboard.com](mailto:support@wifionboard.com)



#### Purchase enquiries

If you or your customers have any purchase enquiries, please email: [InflightReceipts@virginaustralia.com](mailto:InflightReceipts@virginaustralia.com)

### Beyond the Cabin Door webinar series

Join our **Beyond the Cabin Door** webinar series, where our experts take you behind the scenes for a closer look at the topics that have everyone talking. In each 30 minute session you'll get the inside scoop from our specialist teams on everything from innovative tech to the inner workings of the airline.

#### Physical and sensory innovation

Monday 14 October 2024 at 1:30pm AEST – Register [here](#)

## Sustainability on the ground and in the air

Tuesday 15 October 2024 at 2pm AEST – Register [here](#)

## Safety in a highly regulated environment

Wednesday 16 October 2024 at 11:30am AEST – Register [here](#)

## Payment Surcharge Changes

There have been revised rates applied to various card payment methods when used to purchase tickets with Virgin Australia on 795 ticket stock effective 17 October 2024.

Payment Method	Card Type	Rate as at: 16 January 2024	Rate as at: 17 October 2024
MasterCard	Credit	1.27%	1.27%
	Debit	0.61%	0.59%
Visa	Credit	0.98%	0.99%
	Debit	0.53%	0.50%
Amex	Credit	0.98%	0.99%
Diners / Discover	Credit	1.27%	2.27%
UATP	Credit	1.75%	1.75%

For updated details please review our [policy](#) in the Agency Hub.

## Fare Brands restructure – change to Go Live date

Virgin Australia has been working towards a 10 October 2024 introduction of **our new fare brand structure** into our Domestic and International Short Haul markets.

**This notification is to advise you that we are now targeting a new Go Live date of Wednesday, 6 November 2024.**

### What does this mean for you?

This means it is business as usual when you sell Virgin Australia Domestic and International Short Haul flights until midnight (AEST) 5 November 2024.

If you have any questions or concerns, please contact [Virgin Australia Agents Helpdesk](#).

## FAQs

**What Virgin Australia fares can I claim commission on?**

Trade Partners that do not have a Commercial Sales Agreement with Virgin Australia should refer to our [Base Commissions Point of Sale Australia policy](#) to ensure commission is being claimed correctly. For Trade Partners that do have a Commercial Sales Agreement with Virgin Australia, please contact your ticket centre to ensure you are aware of the correct commission permitted.

If a ticket consists of a combination of booking classes, the lower commission level will apply to the entire ticket. All fares issued outside Australia attract a 0% commission rate. If a commission is incorrectly claimed, an ADM will be raised for commission recall, along with a \$50.00 ADM fee.

### What information is needed for Virgin Australia Business Flyer bookings?

For Virgin Australia Business Flyer bookings ticketed using account code ACC99, you must enter an OSI entry that includes your customer's ABN in the booking. If the ABN is missing or incorrect, an ADM will be issued.

For customers who hold a corporate agreement with Virgin Australia and access fares with a /CO please ensure the ABN **is not entered** via OSI into the booking.

Please refer to the [Virgin Australia Business Flyer Agent Flyer](#) on our Agency Hub for the ABN Entry Format of your GDS



## Travel benefits with Velocity's international airline partners

Your customers can earn Velocity Points when they fly with 16 airline partners, including Virgin Australia, Qatar Airways, Singapore Airlines and United Airlines. Selected partners also offer Status Credit earn and additional benefits like priority check-in and boarding and additional luggage and lounge access based on your customer's individual Velocity membership level.~

[Find out more](#)

**velocity**  
frequent flyer

## 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](mailto: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.

\* T&Cs apply, see [www.virginaustralia.com/au/en/fly-for-business/business-flyer/travel-trade](http://www.virginaustralia.com/au/en/fly-for-business/business-flyer/travel-trade). AU res 18+ who are employed by a travel management company which is appointed as travel agent of the Virgin Australia Airlines customer. Ends: 11:59pm AEDT 28/10/24. Weekly Draws (8 total). Entries close for each Weekly Draw at 11:59pm each Mon. All Weekly Draws at 3 Amy Cl, Wyong NSW 2259 at 11am AEDT 11/11/24. Prizes (p/draw): 1x 1 million Velocity Points with an approx. value of \$6,600. Winners published at [www.virginaustralia.com/au/en/fly-for-business/business-flyer/travel-trade/winners](http://www.virginaustralia.com/au/en/fly-for-business/business-flyer/travel-trade/winners). Permits: NSW: TP / 01852. ACT TP24 / 01852. SA T24/ 1426.

~Points earn, Status Credit earn and other partner benefits vary for each airline partner. Exclusions and T&Cs apply. Check the individual airline partner's webpage on the Velocity website for more information.