



Virgin Australia Trade Newsletter

Program changes are coming to Velocity Frequent Flyer

Over the next 12 months, a series of program changes are coming to Velocity that affect your customers' Status, Velocity Points and Status Credit earn on Virgin Australia flights, Status Credit earn on Airline Partners, Reward Seats and Upgrades.

[Find out more](#)

Updates

Update to our International Short Haul flight check-in times

As of 29 October 2024, Virgin Australia's International Short Haul flights will close for check-in 60 minutes prior to the scheduled departure time. This change will ensure our guests can enjoy a more seamless and relaxed pre-flight experience.

Check-in close time

- Check-in counter close: 60 minutes prior to the scheduled departure time
- Kiosk Check-in close: 70 minutes prior to the scheduled departure time

[Find out more](#)

Important changes to Brisbane Domestic Airport security screening

Brisbane Domestic Airport has commenced upgrades to the check-in and security screening areas. During this time, Virgin Australia's security screening will be temporarily relocated to the Valet area, next to Virgin Australia Premium Entry on the south side of the terminal.

To support this change, updated signage will be installed throughout the terminal to assist guests in navigating the changes.

- Navigating from the check-in hall: Follow wayfinding signs past the current baggage carousels and exit near baggage carousel 7. To get to the departure gates, guests can take the escalators, which will take them to directly opposite Gate 4], adjacent to the Virgin Australia Lounge.
- Priority screening: For eligible guests, a priority lane will be located on the right-hand side upon entering the southern security screening area.
- Accessibility: Guests who are unable to use the escalators can access the departure gates via the goods lift, located on the right after exiting security screening.

For more information, please visit the Brisbane Airport website [here](#).

Great value fares to Japan

Virgin Australia remains committed to providing guests with our award-winning service and value onboard its remaining Cairns-Haneda services until 24 February 2025. We're working closely with our agency partners to ensure competitive fares for your customers and our dedicated agent helpdesk is available for any Japan-related queries, ensuring you have the support you need.

For agent support or advice please call our helpdesk on **13 67 37**.

Qatar codeshare expansion

We are excited to announce the expansion of our codeshare partnership with Qatar Airways.

The 12 new destinations now on sale include: Alexandria (HBE), Hamburg (HAM), Accra (ACC), Venice (VCE), Kuwait (KWI), Casablanca (CMN), Abuja (ABV), Port Harcourt (PHC), Kano (KAN), Bucharest (OTP), Seychelles (SEZ) and Entebbe (EBB). These destinations are also available for interline bookings, making it even easier to create seamless journeys for your customers.

Add a Bali stopover to your customers' journey to Europe

You can now add a touch of island paradise to your customers' European travel itinerary with a stopover enroute when booking Virgin Australia codeshare operated

by Qatar Airways.

Example flight itinerary: *Travel from Melbourne to Denpasar (Bali) on Virgin Australia and connect onwards with Qatar Airways using a VA flight number to Europe via Doha.*

Beyond the Cabin Door Wrap Up

Virgin Australia recently hosted our Beyond the Cabin Door webinar series. If you attended, please share your feedback [here](#).

Key highlights:

- **Physical and Sensory Innovation:** The Virgin Australia Product Team discussed elevating the guest experience through feedback-driven improvements and upcoming product launches like our summer menu.
- **Sustainability on the ground and in the air:** The Virgin Australia Sustainability Team shared Virgin Australia's goal to reduce emissions by 22% by 2030 and achieve Net Zero by 2050, along with our other community initiatives.
- **Safety in a highly regulated environment:** The Virgin Australia Safety Team explained how Virgin Australia aligns to our required regulatory framework, highlighting a case from Queenstown.

We are continually releasing new webinars as part of our Masterclass education series. Stay up to date with new webinars by bookmarking this page [here](#).

FAQs

What happens if I combine a Lite fare with another fare brand?

If you combine a Lite fare with any other Fare Brand the Lite fare rules will apply to the whole ticket. This means you cannot cancel and put the ticket in credit, or name change. Amending a Lite fare means the change must be completed and ticket reissued on the same day. If this is not done the fare is considered forfeited. Please refer to our [Ticketing Policy](#) for more information.

How can I add an assistance animal to my customer's booking?

All assistance animals must be booked directly with Virgin Australia. If you have made a booking for your customer and they intend to fly with an assistance animal, you must complete a [Specific Service Request](#) form or contact our Virgin Industry Support team. From here the Virgin Australia team will add this information to the booking. Visit [Travelling with an assistance animal](#) on our website for more information.

How do I help my SME business clients earn Points and access discounts?

To assist your SME customers in earning Points and accessing discounts through the Virgin Australia Business Flyer program, please reference our supporting materials

available on [Business Flyer information for travel agents.](#)

If your customer is not yet a member of **Virgin Australia Business Flyer**, simply complete the application form to [join](#). Once confirmed, ensure your customer's details are updated to enable discounts and Points earning:

- **Discounts:** All Virgin Australia Business Flyer tickets should be issued with account code **ACC99**.
- **Points:** Add the company's ABN in the system:
- **Amadeus:** OS VA VACC/ABN
- **Galileo:** SI.VA*VACC/ABN
- **Sabre:** 3OSI VA VACC/ABN

For existing members, make sure your customer's details are current and consistent. Please use the [Client Maintenance Form](#) for updates. For assistance, contact us at businessflyer@virginaustralia.com or call **1300 246 498**.

Get Points and perks with Velocity's 16 Airline Partners

Your customers can earn Velocity Points and Status Credits when they fly with Velocity's 16 airline partners. Selected partners also offer additional benefits such as priority check-in and boarding, additional luggage, and lounge access based on your customer's individual Velocity Status level.*

[Find out more](#)

velocity
frequent flyer

*Points earn, Status Credit earn and airline partner benefits vary for each airline partner. Exclusions, conditions and Velocity membership terms and conditions apply. Visit our Airline Partners page for more information.



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