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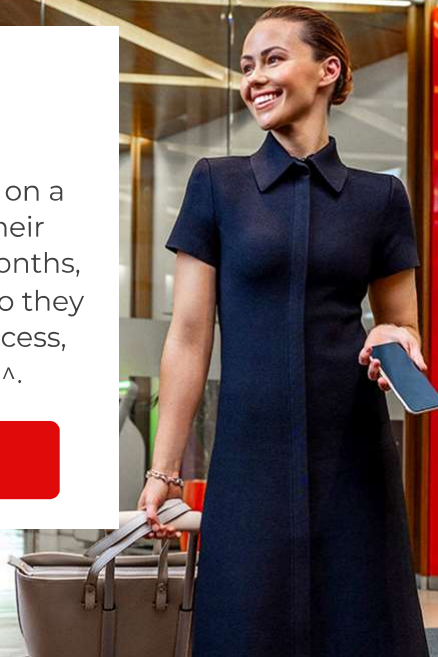


Virgin Australia Trade Newsletter

Bring your Status. Leave the quo.

If your clients are Gold or Platinum on a non-partner airline, we'll match their Velocity Status to **Pilot Gold** for 3 months, when they apply by 30 June 2024*, so they can enjoy perks like free Lounge access, Priority Boarding and Fly Ahead[^].

[Learn more](#)



Updates

VIP & Platinum seating issue

We've identified an issue concerning our Velocity VIP and Platinum guests who have booked through a Travel Agent and subsequently attempt to manage their seats on our website or our mobile app. This process may lead to a corruption in their booking, causing challenges in reallocating seats. To address this, where these guests go to manage their seat, they will receive a pop-up directing them to contact Virgin Australia. See an example of the pop-up message on the right. Guests can contact Virgin Australia or their Travel Agent to assist them with their seating request. This approach ensures that our GCC/VISTA teams or individual Travel Agents, can manage seating without encountering booking corruption issues, thereby providing smoother assistance to guests from the outset.

Action not allowed

Unable to make changes to paid seating online

Unfortunately we are unable to make changes to your paid seating online. Please contact our [Guest Contact Centre](#) on 13 67 89 for further assistance.

Close

Booking wheelchair assistance

When booking wheelchair assistance for your customer, please add in the appropriate SSR requirement as part of their booking. For wheelchair assistance, we need you to add in a free text OSI or SSR to advise the following size and dimension of the wheelchair including, height, length, width and weight of chair. If having issues completing this information, you can also fill in the details via our [Specific Service Request form](#) on our website.

[Learn more](#)

Air New Zealand codeshare update

Virgin Australia welcomes the ACCC's interim authorisation for our proposed co-operation with Air New Zealand. Subject to final regulatory approvals, we look forward to announcing some exciting developments in our partnership and opening up new opportunities for our 12 million Velocity Frequent Flyer members and guests. More on this later in 2024.

Virgin Australia Masterclass series

Join us for our upcoming Masterclasses, designed to keep you up to date with our latest product and policy enhancements. Our July sessions will cover topics such as the Virgin Australia value proposition, Groups, alliance partners, and more. Register now to secure your spot.

[Find out more](#)

T'way and South African IATCI Activated

Virgin Australia is pleased to announce the activation of Inter-Airline Through Check-In (IATCI) with T'way (TW) and re-activation of IATCI for South African Airways (SA). Guests can now through-check luggage and receive an onward boarding pass, making it a much more seamless guest experience.

FAQs

What are the GDS shortcuts to help find the lowest fare with a bag?

GDS	Code
Sabre	WPNC¥BRCH – being WPNC¥BR[Brand] (Brand: CH = CHOICE FL = FLEX BU = BUSINESS)
Amadeus	FXB/SBF-1 or with a Nego Fare FXB/R,U*XXX00/SBF-1
Travelport	FQBB/BAG

If you are a graphic user, please speak to your GDS provider.

Can my customers upgrade from a Lite fare before travel?

Yes, Lite fares can be upgraded to Economy X or by UpgradeMe Premium bid up until midnight the day before travel. Points upgrades or complimentary UpgradeMe Platinum Credits cannot be used on Lite fares. Read our full Lite Fare FAQs [here](#).

[Agency Hub](#)



Need a city escape?

For those craving the perfect urban getaway, there's no going past Melbourne. Find our full guide of the most fun things to do in Melbourne below.

[Learn more](#)



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

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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.

Terms and Conditions:

*Status Match offer:

Frequent Flyer members of airlines which are not partners of Velocity Frequent Flyer (**Velocity**), that currently hold the equivalent of Velocity Gold Status and above with those non-partner airlines (and that have not held Silver, Gold or Platinum Status with Velocity since May 2022) (**Eligible Velocity Members**) are eligible to receive a Velocity Pilot Gold trial (full details below) and opportunity to maintain Gold. If an Eligible Velocity Member currently holds the equivalent of Velocity Platinum status or above, after the 3-month Pilot Gold trial they will also have the option to fast-track to Platinum Status with Velocity for a period of 12 months by meeting the eligibility criteria outlined below. Eligible Velocity Members must hold a valid Velocity membership to participate in this promotion.

In order to receive the 'Business Status Match' Pilot Gold trial, Eligible Velocity members must apply by sending an email to vastatusmatch@virginaustralia.com between 15 May 2024 – 30 June 2024, that contains their name, Velocity membership number and photographic evidence of the membership card of the frequent flyer program that they have the equivalent of Velocity Gold Status or above with (**Application**). Eligible Velocity Members must submit this Application from the email address currently linked to their Velocity membership account. Please note that the vastatusmatch@virginaustralia.com is only to be used for applications for this promotion and cannot be used for general enquiries or escalations,

which should be directed through usual channels. Velocity reserves the right to end this promotion at their discretion, based on the number of Applications received. It may take up to 2 weeks to receive the upgrade into Pilot Gold trial status.

The Pilot Gold trial is a 3-month Gold Status trial in which Eligible Velocity Members receive some member benefits connected with Gold Status which include priority check-in, priority boarding, priority baggage & additional baggage allowance (not available when traveling on a Lite fare), access to Virgin Australia domestic Lounges (subject to space availability and the Lounge Terms and Conditions) and the ability to request to Fly Ahead (when travelling on a Business or Flex fare, subject to availability).

Eligible Velocity members on a Pilot Gold trial will continue to earn Status Credits, Points and Eligible Sectors in the same way as other members. Benefits that are not available in the Pilot Gold trial include Gold member baggage tags, a physical membership card, complimentary partner memberships, guaranteed economy Reward Seats and membership pause for parental leave.

At the conclusion of the 3-month Pilot Gold trial, we'll assess an Eligible Velocity Member's eligibility to retain the Gold Status or upgrade to Platinum Status.

- If the Eligible Velocity Member is a Gold member of an eligible Frequent Flyer program and, during the 3-month Pilot Gold trial period, earned **80 Status Credits** and flew at least 1 Eligible Sector, the Eligible Velocity Member will maintain Gold Status with Velocity for a further 12 months.
- If the Eligible Velocity Member is a Platinum member (or above) with an eligible Frequent Flyer program and, during the 3-month Pilot Gold trial period, earned **200 Status Credits** on flights with a VA flight number operated by Virgin Australia, the Eligible Velocity Member will receive Platinum Status for a period of 12 months. Please allow for up to 8 weeks after the Pilot Gold trial period for the Platinum Status upgrade to be processed and applied.

If, at the conclusion of the 3-month Pilot Gold trial, the Eligible Velocity Member is not eligible for either Gold or Platinum Status due to the above requirements not being met, the Eligible Member's Status level will be assessed in accordance with the standard Velocity membership Terms and Conditions and the Eligible Velocity Member will be downgraded to Velocity Silver Status for a period of 12 months.

Eligible Velocity Members who participate in this promotion are still able to maintain or upgrade their Status to the next Status level in accordance with the Velocity membership Terms and Conditions.

Find out more about how to maintain or upgrade your Status level. This offer is not transferable. Any Status Credits and Eligible Sectors earned in a member's Velocity account are subject to expiry after 12 months from earn.

^Lounge access: Complimentary Lounge entry is subject to the Lounge Terms and Conditions, as amended from time to time available online at <https://www.virginaustralia.com/au/en/travel-info/at-the-airport/lounge/terms-and-conditions/>.

Gold Priority Service: Priority boarding and priority check-in is available for Gold and Platinum Velocity members flying on flights operated by Virgin Australia from selected domestic and international airports. Priority security screening is available for Gold and Platinum Velocity members flying on flights operated by Virgin Australia from Sydney, Melbourne and Brisbane domestic airports. Priority boarding, check-in and security screening is subject to availability.

Fly Ahead service: For Fly Ahead Terms and Conditions visit <https://www.velocityfrequentflyer.com/member-support/terms-conditions#clause-8>.

~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.