



# Virgin Australia to end its daily Cairns-Haneda service from 24 February 2025

## Virgin Australia Trade Release

Today, Virgin Australia has announced it will cease operating its once daily flight between Cairns and Tokyo, Haneda from 24 February 2025 as a result of factors including the slow recovery of inbound visitors from Japan, which is up to 35 per cent below pre-COVID levels\*.

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.

We sincerely apologise for the impact to your customers travelling to Tokyo on the affected services. We remain committed to providing your customers with great service and value onboard our remaining Cairns-Haneda service until 24 February 2025.

### Options available to your impacted customers

#### Booked to travel from 24 February 2025 onwards:

Impacted customers travelling with Virgin Australia to Tokyo, Haneda from 24 February 2025 will be offered a refund of their booking. Customers booked through a travel agency are encouraged to contact their travel provider to request a refund and make alternative travel arrangements.

#### Planned schedule changes for travel between September 2024 to mid-November 2024:

Any customers booked to travel to Tokyo from September 2024 to mid-November 2024 who are impacted by the planned schedule changes will be offered an alternative flight option, or the choice to refund their booking. Travel agents are encouraged to contact these customers to inform them of their options.

For affected bookings, travel agents are to 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.

Travel agents with customers impacted by this change should consult the following policies:

- [Schedule Change Policy](#).
- [Void, Cancellation and Refund Policy](#).

### **Virgin Australia to continue offering Japan flights through All Nippon Airways (ANA)**

While Virgin Australia will cease operating its daily flight between Cairns and Tokyo from 24 February 2025, the airline will continue to offer up to 17 flights per week between Australia and Japan through the All Nippon Airways (ANA) partnership.

The partnership will also continue to play an important role in seamlessly connecting Japanese tourists to popular Australian destinations on the Virgin Australia domestic network, including to Far North Queensland. Virgin Australia operates up to 13 flights into Cairns each day from major Australian cities. To find out more about the partnership, including Velocity benefits, see more [here](#).

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

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\*Australian Bureau of Statistics: [Overseas Arrivals and Departures Australia, May 2024](#).