



australia

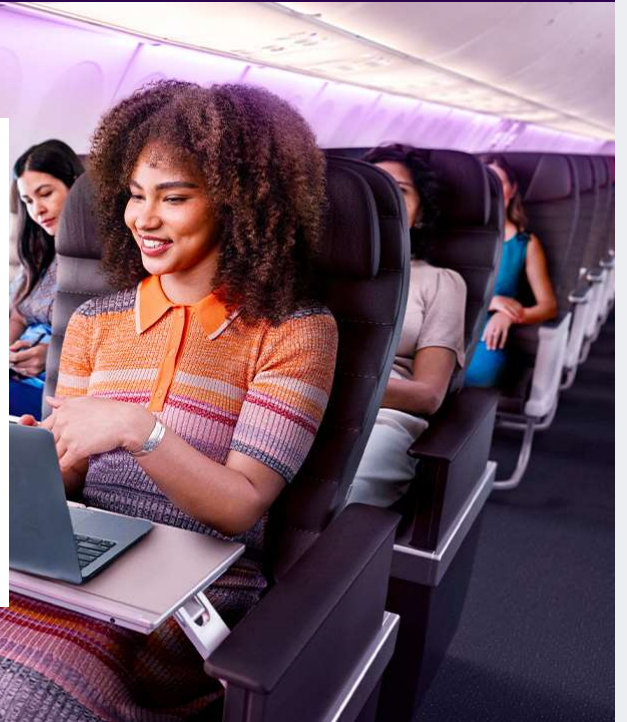


## Virgin Australia Trade Newsletter

### Your client can win 5 Million Velocity Points\*

Virgin Australia Business Flyer is offering one lucky member the chance to win 5 Million Velocity Points for their business\*. T&Cs apply\*, competition ends 19/11/23.

[Learn more](#)



### New codeshare destinations with Qatar Airways

Our codeshare partnership with Qatar Airways has expanded further to include additional destinations in France, the UK, South Africa and more. Explore the benefits of flying with Qatar Airways as a Velocity Frequent Flyer member.

[Find out more](#)





## Preferred Seating is here

We have introduced our new Economy seat product called Preferred Seating across all Virgin Australia operated routes. These seats are available to purchase via the Global Distribution System (GDS) as an Electronic Miscellaneous Document (EMDa) and are available on all aircraft types and Virgin Australia operated routes<sup>^</sup>.

[Learn more](#)

## Let the Bali trip planning begin!

We've put together a list of the best things to do in Bali for every kind of traveller – from families and couples to backpackers, groups, and solo travellers.

[Find out more](#)



## Updates

### Voluntary refund restrictions

Agents should remember that if a fare component contains two or more fare basis codes the most restrictive cancellation rule will apply. Failure to follow this policy will result in an Agency Debit Memo (ADM) issued. Please refer to our [Void, Cancellation and Refunds Policy](#) available on the [Agency Hub](#) for further information.

### Waiver code reminder

Remember to ensure you add in waiver codes where appropriate, or ADMs will be issued. This is for both reissues and refunds. Please refer to our [ADM/ACM Policy](#) available on the [Agency Hub](#).

## Reminder: Future Flight Credit Expiry



If your customers hold a Future Flight Credit with Virgin Australia, please remember that they only have until 31 December 2023 to book and complete



their travel. After that date they will no longer be able to access any remaining credit value. Visit the [Agency Hub](#) for more information.

## FAQs

### Why is it important to fill out your client's maintenance form?

Don't forget to fill out and submit the [maintenance form](#) to be the nominated Travel Agent on your clients' existing Virgin Australia Business Flyer account, as it will give you access to their fare advantage discount<sup>1</sup> and account updates. Plus, the Virgin Australia Business Flyer team will be able to validate the GDS tracking details of your client via the ABN.

### Do you need more help?

If you require further assistance, please contact our Industry Support team via [VA.Agentshelpdesk@virginaustralia.com](mailto:VA.Agentshelpdesk@virginaustralia.com)

[Agency hub](#)

Domestic Velocity travellers will get to **Gold Status** faster than any other Australian frequent flyer program<sup>#</sup>

Velocity means **fast**

velocity  
frequent flyer

virgin  
loyalty program of  
australia

## Received this from a colleague? Sign up to Virgin Australia Trade Communications

Agents can now easily self-subscribe to Virgin Australia trade communications and newsletters by filling in the subscription form [here](#).

[Sign up](#)

You are receiving this trade release because you are a travel industry partner registered with Virgin Australia and you have agreed to receive trade releases or you have otherwise told us you would like to receive trade releases. If you no longer wish to receive trade release emails from Virgin Australia, please [click here to unsubscribe](#).

#### **Terms and Conditions:**

#### **\*Win 5 million Velocity Points For Your Business Competition Terms and Conditions**

Competition T&Cs apply, see [virginaustralia.com/businessflyer/offers](http://virginaustralia.com/businessflyer/offers) and [virginaustralia.com/businessflyer/offers/terms-conditions](http://virginaustralia.com/businessflyer/offers/terms-conditions). Open to AU businesses with current Virgin Australia Business Flyer membership. Ends: 11:59pm AEDT 19/11/23. Max 1 entry p/eligible flight. Must fly by 30/11/23. Draw: 3 Amy Close, Wyong NSW 2259 on 14/12/23 at 3pm AEDT. Prize: 5 million Velocity Points awarded to winning business' account, valued at up to \$33k. Winner published at [virginaustralia.com/businessflyer/offers](http://virginaustralia.com/businessflyer/offers) on 19/12/23. NSW Authority: TP/01843. Permits: ACT TP23/01777, SA T23/1379.

<sup>^</sup>Preferred Seats are limited and subject to availability. The applicable Preferred Seat fee will be the fee published at the time you purchase a Preferred Seat. Fees are per person, one way and per sector. Payment surcharge may apply. Preferred Seat fees are non-refundable, except where in accordance with the Preferred Seat Terms and Conditions, or where you are entitled to a refund under the Australian Consumer Law. See the full Preferred Seat [Terms and Conditions](#) for more information on refunds.

<sup>1</sup>The Fare Advantage Discount of 4% applies to Flex fares (L, K, H, W, B, Y class) operated and marketed by Virgin Australia and 6% applies to Business Class fares (D, C, J class) operated and marketed by Virgin Australia, and is available to Virgin Australia Business Flyer members. The Fare Advantage Discount levels are subject to change without notice. Please check our website for current discount levels. Fare Advantage Discounts can only be booked through the Booking Portal, our Guest Contact Centre, or a registered self-ticketing Travel Management Company (TMC) or travel agent and are not available through the public Virgin Australia website. If your TMC or travel agent is not registered to process Fare Advantage Discounts, please instruct your TMC or travel agent to contact the Virgin Australia Business Flyer team at [businessflyer@virginaustralia.com](mailto:businessflyer@virginaustralia.com). Fare Advantage Discounts cannot be used in conjunction with any other offer or discount and cannot be combined with any other Unpublished Fares or Promotional Fares. Fare Advantage discounts do not apply to any bookings made via the Virgin Australia conference and group travel area, sale fares or other tactical fares offered from time to time, and bookings for children and infants. If you have any questions regarding the application of Fare Advantage Discounts, please contact the Virgin Australia Business Flyer team. [Virgin Australia Business Flyer Terms and Conditions](#) apply.

<sup>#</sup>Velocity Gold Status requires less Status Credits compared to the equivalent membership at our major competitor, and more Status Credits are earned by Velocity members on domestic routes compared to the same routes flown with other Australian airlines. Correct as at 5 June 2023. [Velocity membership Terms and Conditions](#) apply.

This trade release email 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.