



australia



Virgin Australia Trade Newsletter

Expansion of Aussie-first baggage tracking tool

Here, at Virgin Australia, we've taken another step to pioneer airline innovation and customer experience, unveiling a significant expansion of our baggage tracking tool to include all domestic and international routes as well as additional tracking notifications for guests[^].

[Learn more](#)

Codeshare expansion on United Airlines

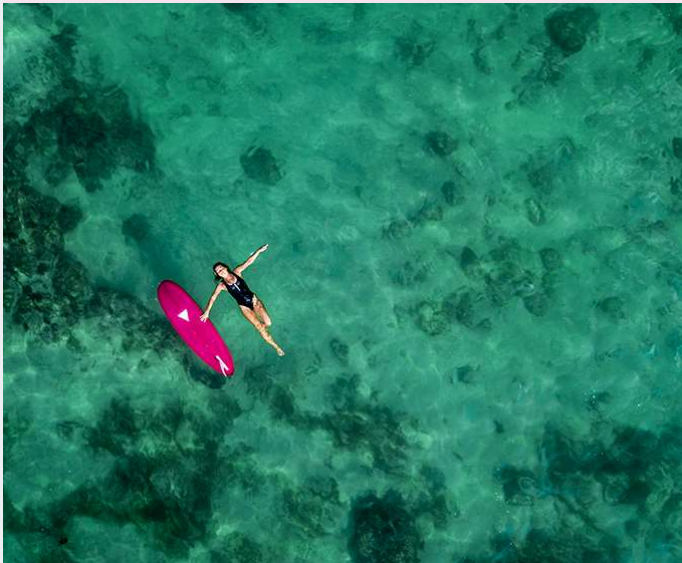
Our partnership with United Airlines has expanded, with Virgin Australia codeshare on 10 additional US markets and 2 additional services from Australia to the USA. The expansion offers additional connection points, including from Houston, San Francisco, and Los Angeles.

[Learn more](#)

Don't let your clients miss out on a Status boost

When your business clients book and fly 2+ times on eligible Virgin Australia flights for business by 28 March 2024 and add their Velocity membership number to their bookings before travel, they'll receive up to 125 bonus Status Credits~.

[Learn more](#)



Maximise your customers holiday leave

Ticking off the travel bucket list in 2024 just got easier, with annual leave hacks that'll help you double your days off this year.

[Learn more](#)

Updates

Reminder: Purchase of additional baggage to Samoa

The purchase of additional baggage is limited for flights to Apia, Samoa. The carriage of additional baggage is at the discretion of Virgin Australia acting reasonably and is subject to aircraft loads. The purchase of additional baggage at the airport is subject to availability and there is no guarantee of uplift. Higher baggage rates will apply at the airport. Please review our checked baggage policy [here](#).

Changes to Bali's Tourist Levy

As of 14 February 2024, foreign tourists will need to pay a Tourist Levy of IDR 150,000 per person, before entering Bali. The Tourist Levy is in addition to any visa requirements and fees for entry to Indonesia. For further information about the Tourist Levy or exemption process, visit the Love Bali website [here](#).

FAQs

How to submit refunds correctly

We are seeing an increase in ADMs issued for incorrect refunds. Here are some key points to remember:

- In the event an upgraded fare (i.e. original non-refundable fare upgraded to a refundable fare) is subsequently cancelled, the base fare of the upgraded ticket remains non-refundable as per the original fare conditions.
- Refunds processed out of sequence are not allowed as per IATA standards and will result in an ADM being issued.
- If the fare component contains two or more fare basis codes, the most restrictive cancellation rule will apply.
- Any waiver code must be added to the Airline Authority/Waiver code box on the refund form.

Please refer to the full [policy](#) on the Agency Hub.

[Agency Hub](#)

What you need to know about Status Credits

Status Credits reward your customers' loyalty with Virgin Australia and Velocity's airline partners. The more Status Credits they earn, the higher their Velocity membership level and the greater the benefits they can receive.*

[Find out more](#)

*Status Credits cannot be earned on all fare classes. Status Credits can only be earned on eligible flights, marketed and operated by Virgin Australia and/or a Velocity airline partner. See full terms and conditions below.

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Terms and Conditions:

^Excluding Christmas and Coco Islands.

~Bonus Status Credits offer: Promotion is available between 12:01am AEST 29 January 2024 to 11:59pm AEST 28 March 2024 (inclusive) (**Promotion Period**).

To be eligible for the Velocity Frequent Flyer bonus Status Credits promotion, travellers must, during the Promotion Period:

1. Be a member of the Velocity Frequent Flyer program;
2. Activate this offer in the Velocity App or via a link contained within an email sent to the Velocity member;
3. Book two or more Eligible Flights, and add their Velocity membership number to the bookings before travel; and
4. Fly on the Eligible Flights.

Bonus Status Credits are tiered according to the number of flights booked and flown within the Promotion Period. The bonus Status Credits will be awarded at the conclusion of the campaign based on the total flights flown during the Promotion Period as set out below:

Number of Eligible Flights booked and flown during the Promotion Period	Bonus Status Credits awarded
1	Nil
2	45
3	65
4	85
5	105
6+	125

An Eligible Flight is:

- A. a one-way domestic or short haul international flight marketed and operated by Virgin Australia, booked through virginaustralia.com, the Virgin Australia Business Flyer booking portal or via the member's nominated Travel Management Company; and
- B. ticketed during the Promotion Period in a fare class that normally accrues Status Credits.

Reward Seat booking and codeshare services marketed or operated by partner airlines are not Eligible Flights for this offer.

Bonus Status Credits will be earned in addition to base Status Credits earned. Please allow up to 4 weeks after the Promotion Period to be awarded the bonus Status Credits to your Velocity Frequent Flyer account. This offer can be used in conjunction with the 8,500 Bonus Velocity Points for your business offer for Small to Medium Businesses. [Velocity Membership](#) T&Cs apply.

[Find out more](#) about how to maintain or upgrade your Velocity Status. Any Status Credits and Eligible Sectors earned are subject to expiry after 12 months from earn. Additional Status [Terms and Conditions](#) [apply](#).

*Status Credits cannot be earned on all fare classes. Status Credits can only be earned on eligible flights, marketed and operated by Virgin Australia and/or a Velocity airline partner. Status Credits cannot be earned on Virgin Australia operated flights sold with an Air Mauritius (MK) flight number. Status Credits accrual is based on single flight segments that consist of individual flight numbers. An itinerary that involves a change in aircraft but retains the same flight number is considered a single flight segment. An itinerary that consists of a change in flight numbers, even if the same aircraft is used for the entire itinerary, is considered two flight segments. Domestic flights booked within an International journey will accrue Status Credits at the earn level for international flights. Members travelling on upgraded fares purchased with Points or any other subsidised means of upgrades on Virgin Australia or our partner airlines will earn Status Credits based on original purchased fare class. [Velocity membership Terms and Conditions](#) apply. Priority boarding available at selected airports. Lounge access is subject to the [Virgin Australia Lounge Terms and Conditions](#).

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.

