

Virgin Australia Activated BSP Markets

Virgin Australia is currently activated for Billing Settlement Plan (BSP) and Air Service Desk (ASD) in the following markets.

Australia	Japan
Canada	Malaysia
China	New Zealand
Cook Islands	Samoa
Fiji	Singapore
France	South Korea
Germany	Tonga
Hong Kong	United Kingdom
Indonesia	

Travel agents wishing to issue tickets on Virgin Australia (795) ticket stock through the GDS must apply via the Virgin Australia website [here](#).

Once you have clicked on the above link, please scroll to the bottom of the page and select Apply for Virgin Plating Authority drop down and then select “Application for Virgin Australia Plating Authority for IATA Agents in BSP”

Travel agent enquiries and support

Our experienced Virgin Australia Industry Support team is committed to delivering excellence in customer service by providing expert advice and sales support solutions to you and your customers.

To speak with an Industry Support Agent, the operating hours are as follows:
Monday to Friday: 5.00 am - 11.00pm (AEST)
Saturday & Sunday: 7.30am - 6.00pm (AEST)

- Refund request form - ARC | BSP Agents** ▼
- Phone** ▼
- Email** ▼
- International groups** ▼
- Apply for Virgin Australia plating authority** ▶
 - Application for Virgin Australia Plating Authority for IATA Agents in BSP
 - Application for Virgin Australia Plating Authority for ARC Agents
- Handy resources** ▼

For markets where BSP/ASD is not activated and Virgin Australia files fares, please refer to Hahn Air for ticketing as per fare rules.

Non BSP Ticketing Options

Where ticketing via BSP is not possible, Agents are able to utilize the services of a Consolidator with Virgin Australia ticketing authority.

Where do I go for more information?

- Send your questions to va.agentshelpdesk@virginaustralia.com