



What are the changes?

We've listened to your feedback. In line with our mission to be Australia's most loved airline, we are pleased to announce that Virgin Australia Lite fares are now available to more Australian travellers via our Travel Management Company (TMC) Partners.

This new option for travellers who book via a Travel Partner enables a greater range of fare options across all domestic and international short haul routes and more choice of great value fares during the booking process.

Why is Virgin Australia introducing Lite fares into the indirect channel?

At Virgin Australia, we know our customers value choice around how they plan, book and manage their travel. Introducing Lite fares into the indirect channel enables a greater range of fares across all domestic and international short haul routes, regardless of how customers book their travel. By launching the Lite fare into the indirect channel, Virgin Australia is providing our customers with a greater choice in fares, at a competitive price point.

What are the benefits of the Lite Fare for our customers?

The Lite fare is the most price competitive option at Virgin Australia. Lite fares provide great value for customers who don't require a checked bag, seat selection or full flexibility.

Who is this fare designed for?

The Lite fare is now available to all guests booking via Direct or Indirect channels, we just ask that all travellers are aware of the fare conditions before purchasing this fare.

The Lite fare may be appropriate for business travellers who do not require a checked bag or seat selection, for example, if they're on day trip, or a cost-conscious leisure traveller going away for the weekend and travelling light.

Please check the key attributes and bookings conditions of the Lite fare below, and share this information with your customers.

For further details on Lite Fares inclusions and exclusions please see [Fare types, fees and surcharges | Virgin Australia](#)

What are the key attributes of Lite fares?

- Booked in M class within the GDS using guaranteed sell functionality only;
- No checked baggage allowance included in the fare;
- Standard 7kg carry-on baggage limit applies across 2 pieces of hand luggage;
- Seat selection is not included, but is available for purchase.
Standard seat selection for an Economy Lite fare can be purchased three or more hours prior to the flight's scheduled departure. Standard seat selection is complimentary within three hours of the flight's scheduled departure.
- Change date and/or time is available up to midnight the day before departure, a change fee of \$99 plus the fare difference applies.;
- Name changes are not permitted;
- Lite fares are non-refundable in the case of a no-show;
- Lite fares cannot be held in credit. If a customer cancels travel, it will be considered a forfeit of fare.
- Complimentary water, tea and coffee are provided (where available). For Virgin Australia operated flights, food and drinks are available for purchase.
- Velocity members will still earn Velocity Points and Status Credits on Lite Fares excluding Tier Bonus Points; however, these will not count toward Velocity eligible sectors. Velocity Points earn and Status Credits are subject to the [Velocity Frequent Flyer Terms and Conditions](#).

What if the guest wants to add a bag or reserve a seat prior to travel?

A checked bag or purchased seating can be added to the Lite fare up to 24 hours prior to travel via the dedicated TMC or the *Manage My Booking* tab on virginaustralia.com for an additional fee, or via Velocity Points redemption.

If an agent wishes to add bags or seats, they can select these from ancillary products contained within the GDS.

A checked bag can also be paid for at the airport. However, to avoid travellers incurring additional baggage charges at the airport, Virgin Australia would recommend you consider the Choice fare brand at the time of booking.

The additional product attributes of a Choice fare, including checked baggage and pre-seating inclusions combined with less restrictive fare conditions often make the Choice fare the best overall value.

What happens if a guest combines a Lite fare on the outbound journey with a Flex or Choice fare on the return?

If the guest has not yet flown, the Lite fare ticket conditions apply to all sectors contained on that ticket.

If the guest wants to cancel their entire ticket, the Lite fare ticket conditions apply to all sectors within that ticket, i.e. most restrictive fare conditions apply.

Once the Lite sector has been flown:

- For Domestic Travel - the guest will enjoy the conditions of the Flex/Choice fare for the return should they need to amend their itinerary
- For International Short Haul Travel - the most restrictive fare rule applies to all segments on the ticket.

Can a Lite fare be changed to a Choice fare at a later stage?

A Lite fare can be changed to either a flex or choice fare if the change occurs before the day of departure. Fare difference and reissue fees apply. If the traveller is considering taking a bag or requires additional flexibility, please recommend the Choice fare at the booking stage.

Can guests upgrade a Lite fare before travel?

Yes, Lite fares can be upgraded to EconomyX 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.

Will Velocity members still earn points and Status Credits on Lite Fares, as they do today?

Yes, Velocity members will still earn Velocity Points (excluding Tier bonus points) as well as earn Velocity Status Credits when travelling, subject to Velocity earn and redemption rules:

- Eligible sectors are not earned on Lite Fares
- Fly Ahead is not available on Lite fares for Beyond or Platinum members.
- All baggage must be purchased irrespective of Velocity Tier level.
- Upgrading using Points not permitted.
- Preferred seat selection available as per Velocity Tier benefits.
- Lounge and priority boarding available as per Velocity Tier benefits.
- Velocity Points earn and Status Credits are subject to the [Velocity Frequent Flyer Terms and Conditions](#).

If I'm a Corporate Traveller who cancels, can my fare be converted to a credit?

If you cancel a Lite fare prior to travel, you will not be able to convert the fare to a credit.

Will Corporate Customers get free-of-charge name changes on Lite fares as they do on Choice, Flex and Business fare brands?

Name changes are not permitted on Lite Fares when transferring your flight to another person. Name corrections may be permitted in certain circumstances. Please refer to the [Name Change policy](#) for more information.

If a Lite fare is booked in combination with a Choice or Flex fare, the no name change rule applies for the whole trip, regardless of whether the trip is unflown or partially flown. In the instance that the fare is unflown, fare rules for the most-restrictive fare apply, and in the instance that the fare is partially flown, there is no name change on a partially flown ticket.as.

Will corporate discounts apply to the Lite fare?

There are no corporate discounts attached to the Lite fare.

How are Lite Fares are booked?

Lite fares will be bookable in “M” RBD (revenue booking designator) within the GDS. The pricing for Lite fares uses the ATPCo Dual RBD pricing mechanism which means that the returned price will be as per the lowest available Shopped RBD, that is open for sale, of the Choice fare brand. Lite fares must always be priced using a guaranteed fare sell entry.

RBD	Current Fare Type	Lite	Choice	Flex
Y	FLEX			Y
B	FLEX			B
W	FLEX			W
H	FLEX			H
K	FLEX			K
L	FLEX			L
R	CHOICE	M-R	R	
E	CHOICE	M-E	E	
O	CHOICE	M-O	O	
N	CHOICE	M-N	N	
V	CHOICE	M-V	V	
P	CHOICE	M-P	P	
Q	CHOICE	M-Q	Q	
T	CHOICE	M-T	T	
I	CHOICE	M-I	I	
S	CHOICE	M-S	S	
M	LITE	Always priced against the lowest available Choice RBD		

Fare Families and ATPCO filings

Virgin Australia will distribute Branded Fare information via ATPCo [S8 Branded fares] using brand code “LT”.

What will the new fare brands look like in the GDS?

Different GDS selling platforms will sell fares differently, as they do today. For example, agents using a GDS where fare families are displayed, the Lite, Choice, Flex fare families would be clear to see, however if the agents use a cryptic display, then they would sell the fares via the booking class using guaranteed sell entries to obtain a price quote and need to be familiar with the rules.

Where do I go for more information?

For more information on Fares, please refer to the Virgin Australia Agency Hub [Information for Travel agents | Virgin Australia](#) or Virgin Australia Fares For You landing page [Fare types, fees and surcharges | Virgin Australia](#)