



Switch to better business Travel with Virgin Australia

Terms and Conditions

*Virgin Australia Business Flyer membership is available to businesses with an active ABN/ACN and an Australian business address that spend less than \$300k per annum on flights with Virgin Australia and eligible airline partners. The business cannot be a Superannuation fund, travel agent, travel management company, travel wholesaler, air travel consolidator or anyone re-selling air travel.

Virgin Australia Business Flyer Members can earn up to 1,000,000 Points from completed travel on eligible flights marketed and operated by Virgin Australia or marketed by Virgin Australia and operated by eligible airlines partners, per annum, based on the rolling 12 month period from when the Member joins Virgin Australia Business Flyer. Points aren't earned on certain fees, taxes, or charges.

[Virgin Australia Business Flyer Terms and Conditions apply.](#)

If the individual flying with Virgin Australia or a partner airline is a Velocity Frequent Flyer member, they may also earn Velocity Points on eligible flights in accordance with the Velocity membership Terms and Conditions.

~The Fare Advantage Discount of 4% applies to domestic Flex fares (L, K, H, W, B, Y class) operated and marketed by Virgin Australia and 6% applies to domestic 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 the [Virgin Australia Business Flyer 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. 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Discounts cannot be used in conjunction with any other offer or discount and cannot be combined with any other Unpublished Fares or Promotional Fares.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.](#)

^Per person price from Brisbane to Sydney. Economy X seats are limited and may be sold out. The applicable Economy X fee may vary based on time of purchase, and will be charged in the currency of origin specified in your booking or purchase. Fees are per person, per sector. Payment surcharge may apply. Economy X is only available on flights operated by Virgin Australia. Product inclusions may vary based on departure airport and aircraft type. If you are in an Economy X seat in an Exit Row, you must meet and accept the Exit Row Safety Conditions, or you may be moved to a standard Economy seat. You may be eligible for a refund of Economy X fees in certain circumstances, including under the Australian Consumer Law. See full [Economy X Terms and Conditions](#) for more information. [Virgin Australia Business Flyer membership terms and conditions](#) apply.



*Points value example is based on a domestic one-way Economy Reward Seat fare from Brisbane to Sydney with Virgin Australia. Taxes, fees and carrier charges are payable in addition to the Points required, these are quoted at the time of booking and are subject to change. Fees calculated in the example are correct as at 4 June 2024. Please consider the Fare Rules and conditions of carriage that apply for each type of flight reward before making a booking. See full Flight Redemption Terms & Conditions [here](#).

¹UA Business Discounts

As at 1 November 2023, the following discounts apply to the United Airlines and Virgin Australia base fares (which excludes fees, carrier charges and taxes) of Virgin Australia marketed and United Airlines operated flights (with a VA flight number) booked by Members (**UA Business Discounts**), which may change without notice:

Fare Type	Virgin Australia (VA) Fare Class	UA Business Discounts
Business	J, C and D	10%
Economy Flex	Y, B, W, H, K and L	10%
Economy Choice	R and E	5%
Economy	O, N, V, P, Q, T, I, S	0%

Please check the [Virgin Australia Business Flyer website](#) for current discount levels. UA Business Discounts can only be booked through the Booking Portal, our Guest Contact Centre, or a registered 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 these UA Business Discounts, please instruct your TMC or travel agent to contact the Virgin Australia Business Flyer team at businessflyer@virginaustralia.com.

UA Business Discounts cannot be used in conjunction with any other offer or discount and cannot be combined with any other Unpublished Fares or Promotional Fares, unless otherwise stated. UA Business 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 UA Business Discounts, please contact the Virgin Australia Business Flyer team. [Virgin Australia Business Flyer Terms and Conditions](#) apply.

²Link Airways Business Discounts: As at 23 April 2024, the following discounts apply to Virgin Australia base fares (which excludes fees, carrier charges and taxes) of Virgin Australia marketed and Link Airways operated flights (with a VA flight number) booked by Virgin Australia Business Flyer members (Members), which may change without notice:



Economy fares:

Fare Type	Link Airways (FC) Fare Class	Link Airways Business Discounts
Choice Fare Class	T, Q, P, N, O	2%
Flex Fare Class	L, K, B, Y	2%

Please check the [Virgin Australia Business Flyer website](#) for current discount levels. Link Business Discounts can only be booked through the Virgin Australia Business Flyer Booking Portal, our Guest Contact Centre, or a registered Travel Management Company (TMC) or travel agent and are not available through the public Virgin Australia or Link Airways website. If your TMC or travel agent is not registered to process these Link Business Discounts, please instruct your TMC or travel agent to contact the Virgin Australia Business Flyer team businessflyer@virginaustralia.com. Link Business Discounts cannot be used in conjunction with any other offer or discount and cannot be combined with any other Unpublished Fares or Promotional Fares, unless otherwise stated. Link Business 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 Link Business Discounts, please contact the Virgin Australia Business Flyer team. [Virgin Australia Business Flyer Terms and Conditions](#) apply.

³Virgin Australia Business Flyer Account Administrators can transfer Points earned by the Virgin Australia Business Flyer member to a Velocity Frequent Flyer member, provided that (a) there is a minimum of 3,000 Points per transfer; and (b) the Velocity Frequent Flyer member transferee is directly employed or contracted by the Virgin Australia Business Flyer member.

⁴Whenever a Virgin Australia Business Flyer member is: (a) upgraded to a higher Tier Level (i.e. upgrade from Tier Level 1 to Tier Level 2); (b) retained at Tier Level 2 or 3 following the member's annual Tier Level review; or (c) downgraded from Tier 3 to Tier 2 following the member's annual Tier Level review, your business will have the option to choose a reward. To choose a reward, click on the link in the email sent to the member's Key Contact and select from the options. The link in the email will expire in four weeks from receipt or once you have chosen your reward. Once a selection has been made, it cannot be changed. The Single Use Lounge Pass or Business Class Upgrade rewards must be allocated to a Velocity Frequent Flyer member who is directly employed or contracted by the Member within 1 year or they will expire. The bonus Points reward must be transferred to a Velocity Frequent Flyer member who is directly employed or contracted by the Member within 2 years or they will expire. Please note that any unallocated rewards will also expire if you are upgraded to a higher Tier Level (at which time we will provide you with new rewards to choose from). See the Virgin Australia Business Flyer Terms and Conditions for details of the available rewards and conditions of use.



⁵Discounted Lounge Membership: Usual annual Lounge Membership fee is \$450 (as at 1 July 2024). Discounted Membership Fee is available for the Virgin Australia Business Flyer member's Key Contact, Account Administrators, Travel Bookers and Travellers. Subject to the [Virgin Australia Business Flyer Terms and Conditions](#), and [Virgin Australia Lounge Terms and Conditions](#). Virgin Australia Lounge entry is subject to space availability.

⁶Pilot Gold: A new Virgin Australia Business Flyer member is eligible to receive two three-month Velocity Pilot Gold Memberships if, within the first three months of becoming a Virgin Australia Business Flyer member, it books and completes at least \$2,000 of eligible travel (excluding taxes, fees and charges). For more information, please visit our website at <https://virginaustralia.com/businessflyer>. [Virgin Australia Business Flyer and Loyalty Terms and Conditions](#) and [Velocity membership Terms and Conditions](#) apply. Please see our website <https://experience.velocityfrequentflyer.com/flying-status/flying-with-status/pilot-gold> for information on the Program Benefits.

⁷Priority check-in is available for Gold and Platinum Velocity members flying on flights operated by Virgin Australia at selected domestic and international airports. Subject to availability.

⁸Silver, Gold and Platinum Velocity members receive additional complimentary baggage allowance when flying on domestic and international flights operated by Virgin Australia (excludes Economy Lite fares). Allowance is based on Status at time of travel (not time of booking). Additional complimentary baggage allowance is subject to space availability on the flight. See the Virgin Australia website for the complimentary baggage allowance for each Status level.

⁹Priority boarding is available for Gold and Platinum Velocity members flying on flights operated by Virgin Australia at selected domestic and international airports. Subject to availability.

¹⁰Fly Ahead is available when flying on Virgin Australia Business, Economy Flex (Platinum and Gold) and Economy Choice (Platinum only) fares on domestic flights. Subject to seat availability. Requests must be made at least 30 mins before scheduled departure of the earlier flight. Additional terms and conditions available [here](#).

¹¹Status offer:

Frequent Flyer members of airlines which are not partners of Velocity Frequent Flyer (**Velocity**), that currently hold the equivalent of Velocity Gold Status and above with those non-partner airlines (and that



have not held Silver, Gold or Platinum Status with Velocity since May 2022) (**Eligible Velocity Members**) are eligible to receive a Velocity Pilot Gold trial (full details below) and opportunity to maintain Gold. If an Eligible Velocity Member currently holds the equivalent of Velocity Platinum status or above, after the 3-month Pilot Gold trial they will also have the option to fast-track to Platinum Status with Velocity for a period of 12 months by meeting the eligibility criteria outlined below. Eligible Velocity Members must hold a valid Velocity membership to participate in this promotion.

In order to receive the 'Business Status Match' Pilot Gold trial, Eligible Velocity Members must apply by sending an email to vastatusmatch@virginaustralia.com between 15 May 2024 – 30 June 2024, that contains their name, Velocity membership number and photographic evidence of the membership card of the frequent flyer program that they have the equivalent of Velocity Gold Status or above with (**Application**). Eligible Velocity Members must submit this Application from the email address currently linked to their Velocity membership account. Please note that the vastatusmatch@virginaustralia.com is only to be used for applications for this promotion and cannot be used for general enquiries or escalations, which should be directed through usual channels. Velocity reserves the right to end this promotion at their discretion, based on the number of Applications received. It may take up to 2 weeks to receive the upgrade into Pilot Gold trial status.

The Pilot Gold trial is a 3-month Gold Status trial in which Eligible Velocity Members receive some member benefits connected with Gold Status which include priority check-in, priority boarding, priority baggage & additional baggage allowance (not available when traveling on a Lite fare), access to Virgin Australia domestic Lounges (subject to space availability and the Lounge Terms and Conditions) and the ability to request to Fly Ahead (when travelling on a Business or Economy Flex fare, subject to availability).

Eligible Velocity Members on a Pilot Gold trial will continue to earn Status Credits, Points and Eligible Sectors in the same way as other members. Benefits that are not available in the Pilot Gold trial include Gold member baggage tags, a physical membership card, complimentary partner memberships, Guaranteed Economy Reward Seats and membership pause for parental leave.

At the conclusion of the 3-month Pilot Gold trial, we'll assess an Eligible Velocity Member's eligibility to retain Gold Status or upgrade to Platinum Status.

If the Eligible Velocity Member is a Gold member of an eligible Frequent Flyer program and, during the 3-month Pilot Gold trial period, earned 80 Status Credits and flew at least [1 Eligible Sector](#), the Eligible Velocity Member will maintain Gold Status with Velocity for a further 12 months.



If the Eligible Velocity Member is a Platinum member (or above) with an eligible Frequent Flyer program and, during the 3-month Pilot Gold trial period, earned 200 Status Credits on flights with a VA flight number operated by Virgin Australia, the Eligible Velocity Member will receive Platinum Status for a period of 12 months. Please allow for up to 8 weeks after the Pilot Gold trial period for the Platinum Status upgrade to be processed and applied.

If, at the conclusion of the 3-month Pilot Gold trial, the Eligible Velocity Member is not eligible for either Gold or Platinum Status due to the above requirements not being met, the Eligible Member's Status level will be assessed in accordance with the standard [Velocity membership Terms and Conditions](#) and the Eligible Velocity Member will be downgraded to Velocity Silver Status for a period of 12 months.

Eligible Velocity Members who participate in this promotion are still able to maintain or upgrade their Status to the next Status level in accordance with the [Velocity membership Terms and Conditions](#).

[Find out more](#) about how to maintain or upgrade your Status level. This offer is not transferable. Any Status Credits and Eligible Sectors earned in a member's Velocity account are subject to expiry after 12 months from earn.



¹²Bonus Points offer:

Promotion is valid for Velocity Frequent Flyer members between 12:01am AEST 15 May to 11:59pm AEST 30 June 2024 (inclusive) (**Promotion Period**).

To be eligible to receive the 500 bonus Velocity Points promotion per Eligible Flight (see the definition of an Eligible Flight below) you must be a Velocity Frequent Flyer member and, during the Promotion Period:

1. activate this offer through the activation link contained on [this webpage](#); and
2. after offer activation, book and ticket an Eligible Flight(s) in your name during the Promotion Period and enter your valid Velocity membership number at the time of making the booking or at any other time before flying; and
3. complete travel on the Eligible Flight.

An Eligible Flight is:

- a. a one-way domestic or short haul international flight marketed and operated by Virgin Australia, with a VA flight number, booked through virginaustralia.com, the Virgin Australia Business Flyer Booking Portal, over the phone with the Member Contact Centre or the Guest Contact Centre or via the member's nominated Travel Management Company (TMC); and
- b. ticketed and flown during the Promotion Period in a fare class that normally accrues Velocity Points under the Velocity Frequent Flyer program.

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

Bonus Velocity Points will be earned in addition to base Velocity Points earned. There is no limit on the amount of times this offer can be redeemed during the Promotion Period. This Velocity Points offer cannot be used in conjunction with any other offer or promotion, other than base Velocity Points earn. You should allow up to 4 weeks after completion of travel for the bonus Velocity Points to be allocated to your Velocity Frequent Flyer account. [Virgin Australia Business Flyer and Velocity Membership T&Cs apply](#).

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