

MAKING YOUR BUSINESS TRAVEL EASIER



 **australia**
now you're flying

Virgin Australia is committed to delivering you an effortless, stylish and engaging flying experience. Please find some frequently asked questions and answers to help make your journey that more seamless.

Are food and beverages offered on domestic fares?

Complimentary food and beverages including tea, coffee, juice and water are served on all domestic flights. Complimentary beer, wine and soft drinks are available Monday to Friday on flights departing between 5pm and 7pm.

Is baggage included with every fare class?

Virgin Australia provides all guests with at least 23kg of checked baggage allowance in most fares.

Which aircrafts have access to In-flight Entertainment?

Complimentary Wireless In-flight entertainment is available on Boeing 737-800 and Embraer E190 aircraft by downloading the free Virgin Australia In-flight Entertainment App from the App Store or Google Play Store prior to the flight.

On Airbus A330-200 and Boeing 777-300ER services, the Seatback In-flight Entertainment system provides guests with hundreds of hours of movies, TV shows, games and music.

How are flight update notifications received?

Enter your mobile number and Velocity Frequent Flyer number into your Travel Profile with your preferred Travel Management Company to receive flight information and any notifications regarding delays via SMS notification.

When using the Kiosk Check-in at the airport, what booking reference number needs to be entered?

The Virgin Australia airline booking reference number located on your itinerary.

Can checked-in baggage be checked through to my final destination when travelling internationally?

Yes, provided the flights have been booked under the same booking/ticket number. In addition, when flying on one of Virgin Australia's codeshare or interline partners, baggage will be checked through to the final destination. If this is not the case, guests will be required to collect their baggage and check-in for their next flight at the transfer port.

Does Virgin Australia have a lounge and can I access it?

Yes, annual lounge membership can be purchased, however Business Class guests, Velocity Platinum and Gold members have complimentary entry to the lounge.

What is the process to apply for an annual lounge membership?

Travellers are able to receive a discounted annual lounge membership rate of \$325 with a \$200 joining fee. Velocity Silver members are exempt from the joining fee through the Lounge Management Scheme system. Please contact Chris Hagi at Peregrine Corporation for details on how to join.

Is it possible to utilise the Virgin Australia Lounge without having a lounge membership?

Business Class fares and Platinum and Gold Velocity members have access to the Virgin Australia Lounge when travelling on Virgin Australia or our alliance partners - Air New Zealand, Delta Air Lines, Etihad Airways and Singapore Airlines.

A Single Entry pass can be purchased at the Virgin Australia Lounge on the day of travel for domestic flights.

How do I become a Velocity Frequent Flyer member?

Velocity Frequent Flyer is Virgin Australia's loyalty program which is free to join*. Join online at <https://www.velocityfrequentflyer.com/join>

Can Velocity Frequent Flyer numbers be entered for my travel?

Yes. You are eligible for Status Credits, which are used to determine your Velocity membership level. The higher your membership level, the greater the benefits you will receive.

Where can preferences for seating be made on the Velocity Profile for Velocity Frequent Flyer members?

Seat preferences as well as communication preferences can be made under the My Preferences tab in your Velocity Account.

What is Family Pooling?

Family Pooling allows guests to group family members' Velocity Points and Status Credits into one account. Family Pooling allows up to 6 family members with up to 2 members 18 years of age and over and 4 members under 18 years of age that live at the same home address.

How is the latest Virgin Australia information on new products and services delivered?

To receive the latest business news from Virgin Australia, please email [Lee-Anne Petherick](mailto:lee-anne.petherick@virginaustralia.com) for further information.

Are travel benefits offered on personal/leisure travel?

Yes, travellers have access to a discounted promotion code which is distributed via your travel team. This promotion code can generally be accessed by contacting your Travel Team/Manager.

For information please contact the appointed Travel Management Company or Chris Hagi - c.hagi@perecorp.com.au

*Velocity membership and Points earn and redemption are subject to the Member Terms and Conditions available at velocityfrequentflyer.com, as amended from time to time

*Family Pooling is subject to Velocity's Terms and Conditions available at velocityfrequentflyer.com, as amended from time to time

Benefits mentioned in the flyer are valid until <date>