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International Long Haul

The following fare types are available across our International Long Haul network, except for our premium fares which are only available for flights to/from Los Angeles.















Economy Premium Business






Your Economy fare options

The information below sets out the specific fare rules, inclusions, fees and surcharges for each fare type. These are in addition to your rights under the [Australian Consumer Law](#).

<p>Light</p> <p>Our lowest fare for guests who pack light and don't anticipate changes to their travel plans.</p> <p>Fare class: M</p>	<p>Getaway</p> <p>Our best value fare for guests who don't need the flexibility to change their flight.</p> <p>Fare class: S, T, Q</p>	<p>Elevate</p> <p>Both value and flexibility, with options to explore if your plans change.</p> <p>Fare class: V, N, E, L</p>	<p>Freedom</p> <p>Full flexibility for guests who might have a last minute change of plan.</p> <p>Fare class: K, H, B, Y</p>
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What's included in your fare?

	Light	Getaway	Elevate	Freedom
Food and drink	 Included. For more information, see the onboard menu .			
In-flight Entertainment	 Virgin Australia offers a variety of in-flight entertainment options dependent on the route flown, aircraft type and availability. Find out more .			
Checked baggage	 1 piece (up to 23kg each)	 Virgin Australia: 2 pieces (up to 23kg each)  Virgin Australia/Etihad Airways: 1 piece (up to 23kg)	 2 pieces (up to 23kg each)	 2 pieces (up to 23kg each)
Carry-on baggage	 2 pieces maximum (up to 7kg total)			
Advanced standard seat selection	 Not included	 Included		
Upgrade option - Economy X	 Available for purchase during check-in. Find out more .	 Available for purchase. Find out more .		
Upgrade option - UpgradeMe				

	Not available	Available. Find out more.		
Lounge access	 Not included. Available to Platinum & Gold Velocity members.			
Velocity UpgradeMe points	 Not permitted		 Not permitted. Available to Platinum & Gold Velocity Members.	
Velocity Points earned	0.25 points/mile	0.5 points/mile	0.5 points/mile	1 point/mile
Velocity Status Credits earned	 Yes. Learn more about Velocity Points and Status Credits.			
Velocity Points bonus for Platinum, Gold and Silver members	 Yes			

Fare flexibility

Change fee*

Light	Getaway	Elevate	Freedom
Fare changes are not permitted	<p>Virgin Australia (to Los Angeles): Permitted at least 24 hours prior to scheduled departure - \$225 fee + fare difference</p> <p>Virgin Australia (to Japan): Permitted prior to scheduled departure - \$200 fee + fare difference</p> <p>Virgin Australia/Etihad Airways: Permitted at least 24 hours prior to scheduled departure - \$200 fee + fare difference</p>	<p>Virgin Australia (to Los Angeles): Permitted within 45 days prior to scheduled departure - \$125 fee + fare difference</p> <p>Virgin Australia (to Japan): Permitted prior to departure - \$100 fee + fare difference</p> <p>Virgin Australia/Etihad Airways and Virgin Australia (to Los Angeles): Permitted until 45 days prior to scheduled departure - No fee + fare difference</p> <p style="text-align: center;">or</p> <p>Virgin Australia/Etihad Airways: Permitted within 45 days prior to scheduled departure - \$100 fee + fare difference</p>	<p>Virgin Australia: Permitted prior to scheduled departure - no fee + fare difference</p> <p>Virgin Australia/Etihad Airways: Permitted at least 24 hours prior to scheduled departure - no fee + fare difference</p>

Cancel fee*

Light	Getaway	Elevate	Freedom
100% loss of fare Economy Light is a non-refundable fare. Credits and refunds are not permitted.	<p>Virgin Australia (to Los Angeles): Permitted at least 24 hours prior to scheduled departure - \$400 fee</p> <p>Virgin Australia (to Japan): Permitted prior to departure - \$400 fee</p> <p>Virgin Australia/Etihad Airways: Permitted at least 24 hours prior to scheduled departure - \$550 fee</p>	<p>Virgin Australia: Permitted prior to scheduled departure - \$200 fee</p> <p>Virgin Australia/Etihad Airways: Permitted at least 24 hours prior to scheduled departure - \$200 fee</p>	<p>Virgin Australia: Permitted prior to scheduled departure - no fee</p> <p>Virgin Australia/Etihad Airways: Permitted at least 24 hours prior to scheduled departure - no fee</p>

Name change fee

Not applicable

No show

Light	Getaway	Elevate	Freedom

International Long Haul | Virgin Australia

100% loss of fare	Virgin Australia (to Japan): 100% loss of fare Virgin Australia/Etihad Airways and Virgin Australia (to Los Angeles): \$600 charge	Virgin Australia: Permitted to Travel Bank or original form of payment - \$200 fee Virgin Australia/Etihad Airways: Permitted to Travel Bank or original form of payment - \$200 fee	Virgin Australia (to Los Angeles): Permitted to be claimed within 180 days after departure date - credit to Travel Bank (\$A500 fee) or refund to original form of payment (\$A500 fee) Virgin Australia (to Japan): Permitted to be claimed within 12 months of ticket validity - credit to Travel Bank (no fee) or refund to original form of payment (no fee) Virgin Australia/Etihad Airways: Permitted to be claimed inside 24 hours prior to scheduled departure and within 180 days after departure date - credit to Travel Bank (\$A500 fee) or refund to original form of payment (\$A500 fee)
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Credits and refunds

Light	Getaway	Elevate	Freedom
Economy Light is a non-refundable fare. Credits and refunds are not permitted for change of mind.	Virgin Australia: Permitted to Travel Bank or original form of payment - \$400 fee Virgin Australia/Etihad Airways: Permitted to Travel Bank or original form of payment - \$550 fee	Virgin Australia: Permitted to Travel Bank or original form of payment - \$200 fee Virgin Australia/Etihad Airways: Permitted to Travel Bank or original form of payment - \$200 fee	Permitted to Travel Bank or original form of payment - no fee

You may also be entitled to a refund under the [Australian Consumer Law](#) in certain circumstances.

Other fees and surcharges

Guest Contact Centre fee	AUD 70
Airport service fee	AUD 70
Card payment fee (payment surcharge)#	For bookings made by credit card: 1.024% per booking For bookings made by debit card: 0.410% per booking

Important information about fare types

- › When bookings are created using a combination of fares from different fare types, the rules of the most restrictive fare will apply to the whole booking.
- › Depending upon what fares are available the fare for your changed booking may be higher than the original.
- › You must pay any fare difference between the fare of your changed booking and the original fare.
- › Refund will be dependent on the rules of your original fare purchased.
- › Fare downgrading is not permitted.
- › Child/Infant must be accompanied in the same cabin on all flights by an adult aged 15 years or older. For flights to Hawaii, this is 19 years or older.
- › Guest Contact Centre (GCC) Service Fee is applicable each time a guest calls the GCC to make, change or cancel a booking.
- › Airport Service Fee is applicable each time guests make, change or cancel a booking at the airport.
- › Change and cancellation fees are not payable where you are entitled to a refund under the [Australian Consumer Law](#).
- › To maximise customer choice we offer the ability to avoid paying a card payment fee (payment surcharge) online by paying your booking in full using the POLi Direct Payment option, or call the Guest Contact Centre with a gift voucher.
- › * Change and Cancellation fees are per person, per booking
- › # Card Payment Fee (Payment Surcharge) is applied per booking when using credit card or debit card as the method of payment and is non-refundable except where you are entitled to a refund of your fare under the [Australian](#)

[Consumer Law](#). For bookings made with debit and credit cards the card payment fee (payment surcharge) is capped at \$11 for Domestic flights per person and \$70 for International flights per person.

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International Long Haul

The following fare types are available across our International Long Haul network, except for our premium fares which are only available for flights to/from Los Angeles.

- Economy
- Premium**
- Business

Your Premium fare options

Available on flights to/from Los Angeles

The information below sets out the specific fare rules, inclusions, fees and surcharges for each fare type. These are in addition to your rights under the [Australian Consumer Law](#).

<p>Premium Saver</p> <p>For guests who want an outstanding experience for superb value.</p> <p>Fare class: O</p>	<p>Premium</p> <p>For guests who want indulgence and flexibility on their next trip.</p> <p>Fare class: R, W</p>
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What's included in your fare?

	Premium Saver	Premium
Food and drink	Included. For more information see the onboard menu .	
In-flight Entertainment	Virgin Australia offers a variety of in-flight entertainment options dependent on the route flown, aircraft type and availability. Find out more .	
Checked baggage	2 pieces (up to 32kg each)	
Carry-on baggage	2 pieces maximum (up to 7kg total)	
Advanced standard seat selection	Included	
Upgrade option - UpgradeMe	Available. Find out more .	
Lounge access	Not included. Available to Platinum & Gold Velocity members.	
Velocity UpgradeMe points	Not permitted. Available to Platinum & Gold Velocity Members.	
Velocity Points earned	1.25 points/mile. Learn more about Velocity Points and Status Credits .	
Velocity Status Credits earned	Yes	
Velocity Points bonus for Platinum, Gold and Silver	Yes	

members

Fare flexibility

	Premium Saver	Premium
Change fee*	Virgin Australia (to Los Angeles): Permitted until 24 hours prior to scheduled departure - \$200 fee + fare difference	Permitted prior to scheduled departure: No fee + fare difference
Cancel fee*	Virgin Australia (to Los Angeles): Permitted until 24 hours prior to scheduled departure - \$400 fee	Permitted prior to scheduled departure - no fee
Name change fee	Name changes are not permitted	
No show	Virgin Australia (to Los Angeles): Permitted to be claimed inside 24 hours prior to departure and within 90 days after departure date. Credit permitted to Travel Bank (\$600 fee) or refund to original form of payment (\$600 fee)	Permitted to be claimed within 180 days after departure date - credit to Travel Bank (\$A500 fee) or refund to original form of payment (\$A500 fee)
Credits and refunds	Virgin Australia (to Los Angeles): Permitted to Travel Bank or original form of payment - \$400 fee	Permitted to Travel Bank or original form of payment - no fee
You may also be entitled to a refund under the Australian Consumer Law in certain circumstances.		

Other fees and surcharges

Guest Contact Centre fee	No fee
Airport service fee	No fee
Card payment fee (payment surcharge)#	For bookings made by credit card: 1.024% per booking For bookings made by debit card: 0.410% per booking

Important information about fare types

- > When bookings are created using a combination of fares from different fare types, the rules of the most restrictive fare will apply to the whole booking.
- > Depending upon what fares are available the fare for your changed booking may be higher than the original.
- > You must pay any fare difference between the fare of your changed booking and the original fare.
- > Refund will be dependent on the rules of your original fare purchased.
- > Fare downgrading is not permitted.
- > Child/Infant must be accompanied in the same cabin on all flights by an adult aged 15 years or older. For flights to Hawaii, this is 19 years or older.
- > Guest Contact Centre (GCC) Service Fee is applicable each time a guest calls the GCC to make, change or cancel a booking.
- > Airport Service Fee is applicable each time guests make, change or cancel a booking at the airport.
- > Change and cancellation fees are not payable where you are entitled to a refund under the [Australian Consumer Law](#).
- > To maximise customer choice we offer the ability to avoid paying a card payment fee (payment surcharge) online by paying your booking in full using the POLi Direct Payment option, or call the Guest Contact Centre with a gift voucher.
- > * Change and Cancellation fees are per person, per booking
- > # Card Payment Fee (Payment Surcharge) is applied per booking when using credit card or debit card as the method of payment and is non-refundable except where you are entitled to a refund of your fare under the [Australian Consumer Law](#). For bookings made with debit and credit cards the card payment fee (payment surcharge) is capped at \$11 for Domestic flights per person and \$70 for International flights per person.

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International Long Haul

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Economy Premium **Business**

Your Business fare options

The information below sets out the specific fare rules, inclusions, fees and surcharges for each fare type. These are in addition to your rights under the [Australian Consumer Law](#).

Business Saver

For guests who want exceptional style and refined comfort for superb value.









Fare class: I, D

Business

For guests who want indulgence and flexibility on their next trip.

Fare class: C, J

What's included in your fare?

	Business Saver	Business
Food and drink	 Included. For more information see the onboard menu .	
In-flight Entertainment	 Virgin Australia offers a variety of in-flight entertainment options dependent on the route flown, aircraft type and availability. Find out more .	
Checked baggage	 2 pieces (up to 32kg each)	
Carry-on baggage	 3 pieces maximum (up to 7kg each)	
Advanced standard seat selection	 Included	
Lounge access	 Included	
Velocity Points earned	2 points/mile. Learn more about Velocity Points and Status Credits .	
Velocity Status Credits earned	 Yes	
Velocity Points bonus for Platinum, Gold and Silver members	 Yes	

Fare flexibility

	Business Saver	Business
Change fee*	Virgin Australia (to Los Angeles):	Virgin Australia: Permitted prior to

	<p>Permitted until 24 hours prior to scheduled departure - \$400 fee + fare difference</p> <p>Virgin Australia (to Japan): Permitted prior to departure - \$200 fee + fare difference</p> <p>Virgin Australia/Etihad Airways: Permitted until 24 hours prior to scheduled departure - \$200 fee + fare difference</p>	<p>scheduled departure - no fee + fare difference</p> <p>Virgin Australia/Etihad Airways: Permitted 24 hours prior to scheduled departure - no fee + fare difference</p>
Cancel fee*	<p>Virgin Australia (to Los Angeles): Permitted until 24 hours prior to scheduled departure - \$600 fee</p> <p>Virgin Australia (to Japan): Permitted prior to scheduled departure - \$300 fee</p> <p>Virgin Australia/Etihad Airways: Permitted until 24 hours prior to scheduled departure - \$200 fee</p>	<p>Virgin Australia: Permitted prior to scheduled departure - no fee</p> <p>Virgin Australia/Etihad Airways: Permitted 24 hours prior to scheduled departure - no fee</p>
Name change fee	Name changes are not permitted	
No show	<p>Virgin Australia (to Los Angeles): Permitted to be claimed inside 24 hours prior to scheduled departure and within 90 days after departure date – credit to Travel Bank (\$A800 fee) or refund to original form of payment (\$A800 fee)</p> <p>Virgin Australia (to Japan): Permitted to be claimed within 90 days after departure – credit to Travel Bank (\$A800) or refund to original form of payment (\$A800)</p> <p>Virgin Australia/Etihad Airways: Permitted to be claimed inside 24 hours prior to scheduled departure and within 90 days after departure date – credit to Travel Bank (\$A800 fee) or refund to original form of payment (\$A800 fee)</p>	<p>Virgin Australia (to Los Angeles): Permitted to be claimed within 180 days after departure date – credit to Travel Bank (\$A800 fee) or refund to original form of payment (\$A800 fee)</p> <p>Virgin Australia (to Japan): Permitted to be claimed within 12 months of ticket validity – credit to Travel Bank (no fee) or refund to original form of payment (no fee)</p> <p>Virgin Australia/Etihad Airways: Permitted to be claimed inside 24 hours prior to scheduled departure and within 180 days after departure date – credit to Travel Bank (\$A800 fee) or refund to original form of payment (\$A800 fee)</p>
Credits and refunds	<p>Virgin Australia (to Los Angeles): Permitted to Travel Bank or original form of payment - \$600 fee + fare difference</p> <p>Virgin Australia/Etihad Airways: Permitted to Travel Bank or original form of payment - \$200 fee + fare difference</p>	Permitted to Travel Bank or original form of payment - no fee
You may also be entitled to a refund under the Australian Consumer Law in certain circumstances.		




Other fees and surcharges

Guest Contact Centre fee	No fee
Airport service fee	No fee
Card payment fee (payment surcharge)#	<p>For bookings made by credit card: 1.024% per booking</p> <p>For bookings made by debit card: 0.410% per booking</p>

Important information about fare types

- > When bookings are created using a combination of fares from different fare types, the rules of the most restrictive fare will apply to the whole booking.
- > Depending upon what fares are available the fare for your changed booking may be higher than the original.
- > You must pay any fare difference between the fare of your changed booking and the original fare.

- > Refund will be dependent on the rules of your original fare purchased.
- > Fare downgrading is not permitted.
- > Child/Infant must be accompanied in the same cabin on all flights by an adult aged 15 years or older. For flights to Hawaii, this is 19 years or older.
- > Guest Contact Centre (GCC) Service Fee is applicable each time a guest calls the GCC to make, change or cancel a booking.
- > Airport Service Fee is applicable each time guests make, change or cancel a booking at the airport.
- > Change and cancellation fees are not payable where you are entitled to a refund under the [Australian Consumer Law](#).
- > To maximise customer choice we offer the ability to avoid paying a card payment fee (payment surcharge) online by paying your booking in full using the POLi Direct Payment option, or call the Guest Contact Centre with a gift voucher.
- > * Change and Cancellation fees are per person, per booking
- > # Card Payment Fee (Payment Surcharge) is applied per booking when using credit card or debit card as the method of payment and is non-refundable except where you are entitled to a refund of your fare under the [Australian Consumer Law](#). For bookings made with debit and credit cards the card payment fee (payment surcharge) is capped at \$11 for Domestic flights per person and \$70 for International flights per person.

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International Short Haul

The following fare types are available across our International Short Haul network.

Economy

Business

Your Economy fare options

The information below sets out the specific fare rules, inclusions, fees and surcharges for each fare type. These are in addition to your rights under the [Australian Consumer Law](#).

Getaway

Our lowest domestic fare for guests who don't need the flexibility to change their flight.

Fare class: U, M, S, T

Elevate

Both value and flexibility, with options to explore if our guests' plans change.











Fare class: Q, V, N, E, L

Freedom

Full flexibility for guests who might have a last-minute change of plan.

Fare class: K, H, B, Y

What's included in your fare?

	Getaway	Elevate	Freedom
Food and drink	 Included. For more information, see the onboard menu .		
In-flight Entertainment	 Virgin Australia offers a variety of in-flight entertainment options dependent on the route flown, aircraft type and availability. Find out more .		
Checked baggage	 1 piece (up to 23kg)		
Carry-on baggage	 2 pieces maximum (up to 7kg total)		
Advanced standard seat selection	 Included		
Upgrade option - Economy X ⁺	 Available for purchase. Find out more .		
Upgrade option - UpgradeMe	 Available. Find out more .		
Lounge access	 Not included. Available to Platinum & Gold Velocity members.		
Velocity UpgradeMe points	 Permitted		
Velocity Points earned	5 points/ AU\$1. Learn more about Velocity Points and Status Credits .		
Velocity Status Credits earned	 Yes		

Velocity Points bonus for Platinum, Gold and Silver members

 Yes

Fare flexibility

Change fee*

Getaway	Elevate	Freedom
<p>Permitted until midnight prior to scheduled departure: Fee applies as listed below + fare difference</p> <p>Australia - AUD 150 New Zealand/Cook Islands - NZD 150 Fiji - FJD 155 Papua New Guinea - PGK 150 Solomon Islands - SBD 500 Indonesia - IDR 1,100,000 Samoa - WST 190 Tonga - TOP 180 Vanuatu - VUV 8100</p> <p>or</p> <p>Until scheduled departure for same flight/same day upgrades: No fee + fare difference</p>	<p>Permitted 30 days prior to scheduled departure: No fee + fare difference</p> <p>or</p> <p>Within 30 days prior to scheduled departure: Fee applies as listed below + fare difference</p> <p>Australia - AUD 100 New Zealand/Cook Islands - NZD 100 Fiji - FJD 125 Papua New Guinea - PGK 200 Solomon Islands - SBD 400 Indonesia - IDR 700,000 Samoa - WST 150 Tonga - TOP 140 Vanuatu - VUV 6000</p> <p>or</p> <p>Until scheduled departure for same flight/same day upgrades: No fee + fare difference</p>	<p>Permitted prior to scheduled departure: No fee + fare difference</p>

Cancel fee*

Getaway	Elevate	Freedom
Cancellations are not permitted on this fare	Permitted prior to scheduled departure. Fee applies as listed below.	
	<p>Credit to Travel Bank:</p> <p>Australia - AUD 100 New Zealand/Cook Islands - NZD 100 Fiji - FJD 125 Papua New Guinea - PGK 200 Solomon Islands - SBD 400 Indonesia - IDR 700,000 Samoa - WST 150 Tonga - TOP 140 Vanuatu - VUV 6,000</p>	<p>Refund to original form of payment:</p> <p>Australia - AUD 200 New Zealand/Cook Islands - NZD 200 Fiji - FJD 230 Papua New Guinea - PGK 300 Solomon Islands - SBD 850 Indonesia - IDR 1,400,000 Samoa - WST 300 Tonga - TOP 300 Vanuatu - VUV 12,500</p>

Name change fee

Name changes are not permitted

No show

Getaway	Elevate	Freedom
100% loss of fare	100% loss of fare	Permitted to be claimed within 180 days after departure date. Credit permitted to Travel Bank (\$A300 fee per sector) or refund to original form of payment (\$300 fee per sector)

You may also be entitled to a refund under the [Australian Consumer Law](#) in certain circumstances.

Other fees and surcharges

Guest Contact Centre fee ^A	AUD 40 (Conversion to local currency as per daily exchange)
Airport service fee ^{AA}	AUD 40 (Conversion to local currency as per daily exchange)
Card payment fee (payment surcharge) [#]	For card payments made within Australia, the following payment surcharge applies.

<p>For bookings made by credit card: 1.024% per booking</p> <p>For bookings made by debit card: 0.410% per booking</p>
<p>For card payments made outside Australia, the following fee applies per person.</p> <p>New Zealand/Cook Islands - NZD 10 Fiji - FJD 10 Papua New Guinea - PGK 22 Solomon Islands - SBD 73 Indonesia - IDR 110,000 Samoa - WST 25 Tonga - TOP 18 Vanuatu - VUV 950</p>

Important information about fare types

- > * Conditions apply. Economy X availability depends on aircraft.
- > All Virgin Australia airfares are subject to change without notice. If you change your booking, your new fare may be more expensive than the original fare paid.
- > When bookings are created using a combination of fares from different fare types, the rules of the most restrictive fare will apply to the whole booking.
- > Change and cancellation fees are not payable where you are entitled to a refund under the [Australian Consumer Law](#).
- > To maximise customer choice we offer the ability to avoid paying a card payment fee (payment surcharge) online by paying your booking in full using the POLi Direct Payment option, or call the Guest Contact Centre with a gift voucher. Conditions.
- > * Change and Cancellation fees are per person, per booking
- > # Card Payment Fee (Payment Surcharge) is applied per booking when using credit card or debit card as the method of payment and is non-refundable except where you are entitled to a refund of your fare under the [Australian Consumer Law](#). For bookings made with debit and credit cards the card payment fee (payment surcharge) is capped at \$11 for Domestic flights per person and \$70 for International flight per person.
- > ^ Applicable each time guests call the GCC to make, change or cancel a booking.
- > ^^ Applicable each time guests make, change or cancel a booking at the airport.

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International Short Haul

The following fare types are available across our International Short Haul network.

- Economy
- Business**

Your Business fare options

The information below sets out the specific fare rules, inclusions, fees and surcharges for each fare type. These are in addition to your rights under the [Australian Consumer Law](#).

<p>Business Saver</p> <p>For guests you want exceptional style and refined comfort. If plans change, you can cancel or change your flight for a fee plus fare difference.</p> <p>Fare class: I, D</p>	<p>Business</p> <p>For guests who prefer refined comfort and full flexibility. Flights can be changed or cancelled for no additional fee plus fare difference.</p> <p>Fare class: C, J</p>
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What's included in your fare?

	Business Saver	Business
Food and drink		 Included
In-flight Entertainment		 Virgin Australia offers a variety of in-flight entertainment options dependent on the route flown, aircraft type and availability. Find out more.
Checked baggage		 2 pieces (up to 32kg each)
Carry-on baggage		 2 pieces maximum (up to 7kg total)
Advanced standard seat selection		 Included
Lounge access		 Included
Velocity Points earned	5 points/ AU\$1. Learn more about Velocity Points and Status Credits.	
Velocity Status Credits earned		 Yes
Velocity Points bonus for Platinum, Gold and Silver members		 Yes

Fare flexibility

Change fee*

Business Saver	Business
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<p>Permitted until 30 days prior to scheduled departure: No fee + fare difference</p> <p>or</p> <p>Within 30 days prior to scheduled departure: Fee applies as below.</p> <p>Australia - AUD 200 + fare difference New Zealand/Cook Islands - NZD 200 + fare difference Fiji - FJD 185 + fare difference Papua New Guinea - PGK 300 + fare difference Solomon Islands - SBD 650 + fare difference Indonesia - IDR 1,400,000 + fare difference Samoa - WST 230 + fare difference Tonga - TOP 200 + fare difference Vanuatu - VUV 9,520 + fare difference</p>	<p>Permitted prior to scheduled departure: No fee + fare difference</p>
---	--

Cancel fee*

Business Saver		Business
Permitted prior to scheduled departure. Fee applies as below.		
Credit to Travel Bank:	Refund to original form of payment:	
Australia - AUD 200 New Zealand/Cook Islands - NZD 200 Fiji - FJD 185 Papua New Guinea - PGK 300 Solomon Islands - SBD 650 Indonesia - IDR 1,400,000 Samoa - WST 230 Tonga - TOP 200 Vanuatu - VUV 9,520	Australia - AUD 400 New Zealand/Cook Islands - NZD 400 Fiji - FJD 400 Papua New Guinea - PGK 500 Solomon Islands - SBD 850 Indonesia - IDR 3,000,000 Samoa - WST 400 Tonga - TOP 400 Vanuatu - VUV 16,000	No fee

Name change fee

Name changes are not permitted.

No show

Business Saver	Business
100% loss of fare	<p>Permitted to be claimed within 180 days after departure date.</p> <p>Credit permitted to Travel Bank (\$A500 fee per sector) or refund to original form of payment (\$500 fee per sector).</p>

You may also be entitled to a refund under the [Australian Consumer Law](#) in certain circumstances.

Other fees and surcharges

Guest Contact Centre fee	No fee
Airport service fee	No fee
Card payment fee (payment surcharge)#	<p>For card payments made within Australia, the following payment surcharge applies.</p> <p>For bookings made by credit card: 1.024% per booking</p> <p>For bookings made by debit card: 0.410% per booking</p> <p>For card payments made outside Australia, the following fee applies per person.</p> <p>New Zealand/Cook Islands - NZD 10 Fiji - FJD 10 Papua New Guinea - PGK 22 Solomon Islands - SBD 73 Indonesia - IDR 110,000 Samoa - WST 25 Tonga - TOP 18 Vanuatu - VUV 950</p>

Important information about fare types

- > * Conditions apply. Economy X availability depends on aircraft.
- > All Virgin Australia airfares are subject to change without notice. If you change your booking, your new fare may be more expensive than the original fare paid.
- > When bookings are created using a combination of fares from different fare types, the rules of the most restrictive fare will apply to the whole booking.
- > Change and cancellation fees are not payable where you are entitled to a refund under the [Australian Consumer Law](#).
- > To maximise customer choice we offer the ability to avoid paying a card payment fee (payment surcharge) online by paying your booking in full using the POLi Direct Payment option, or call the Guest Contact Centre with a gift voucher. Conditions.
- > * Change and Cancellation fees are per person, per booking
- > # Card Payment Fee (Payment Surcharge) is applied per booking when using credit card or debit card as the method of payment and is non-refundable except where you are entitled to a refund of your fare under the [Australian Consumer Law](#). For bookings made with debit and credit cards the card payment fee (payment surcharge) is capped at \$11 for Domestic flights per person and \$70 for International flight per person.
- > ^ Applicable each time guests call the GCC to make, change or cancel a booking.
- > ^^ Applicable each time guests make, change or cancel a booking at the airport.

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Trans Tasman

The following fare types are available across our Trans Tasman network.

- Economy**
- Business

Your Economy fare options

The information below sets out the specific fare rules, inclusions, fees and surcharges for each fare type. These are in addition to your rights under the [Australian Consumer Law](#).

Getaway

Our lowest domestic fare for guests who don't need the flexibility to change their flight.

Fare class: U, M, S, T

Elevate

Both value and flexibility, with options to explore if our guests' plans change.

Fare class: Q, V, N, E, L

Freedom

Full flexibility for guests who might have a last-minute change of plan.

Fare class: K, H, B, Y

What's included in your fare?

	Getaway	Elevate	Freedom
Food and drink	Included. For more information, see the onboard menu .		
In-flight Entertainment	Virgin Australia offers a variety of in-flight entertainment options dependent on the route flown, aircraft type and availability. Find out more .		
Checked baggage	1 piece (up to 23kg)		
Carry-on baggage	2 pieces maximum (up to 7kg total)		
Advanced standard seat selection	Included		
Upgrade option - Economy X+	Available for purchase. Find out more .		
Upgrade option - UpgradeMe	Available. Find out more .		
Lounge access	Not included. Available to Platinum & Gold Velocity members.		
Velocity UpgradeMe points	Permitted		
Velocity Points earned	5 points/ AU\$1. Learn more about Velocity Points and Status Credits .		
Velocity Status Credits earned	Yes		

Velocity Points bonus for Platinum, Gold and Silver members	 Yes
---	---

Fare flexibility

	Getaway	Elevate	Freedom
Change fee*	Permitted until midnight prior to scheduled departure: AUD 100 / NZD 100 fee + fare difference or Until scheduled departure for same flight/same day upgrades: No fee + fare difference	Permitted until 30 days prior to scheduled departure: No fee + fare difference or Within 30 days prior to scheduled departure: AUD 80 / NZD 80 fee + fare difference or Until scheduled departure for same flight/same day upgrades: No fee + fare difference	Permitted prior to scheduled departure: No fee + fare difference
Cancel fee*	Cancellations are not permitted on this fare	Permitted prior to scheduled departure: Credit permitted to Travel Bank (AUD 80 / NZD 80 fee) or refund to original form of payment (AUD 150 / NZD 150 fee).	Permitted prior to scheduled departure: Credit permitted to Travel Bank or refund to original form of payment (no fee).
Name change fee	Name changes are not permitted		
No show	100% loss of fare		
You may also be entitled to a refund under the Australian Consumer Law in certain circumstances.			

Other fees and surcharges

Guest Contact Centre fee[^]	AUD 40 For New Zealand: (Conversion to local currency as per daily exchange)
Airport service fee^{^^}	AUD 40 For New Zealand: (Conversion to local currency as per daily exchange)
Card payment fee (payment surcharge)[#]	For bookings made by credit card: 1.024% per booking For New Zealand: NZD 10 For bookings made by debit card: 0.410% per booking For New Zealand: NZD 10

Important information about fare types

- > [^] Conditions apply. Economy X availability depends on aircraft.
- > All Virgin Australia airfares are subject to change without notice. If you change your booking, your new fare may be more expensive than the original fare paid.
- > When bookings are created using a combination of fares from different fare types, the rules of the most restrictive fare will apply to the whole booking.
- > Change and cancellation fees are not payable where you are entitled to a refund under the [Australian Consumer Law](#).
- > To maximise customer choice we offer the ability to avoid paying a card payment fee (payment surcharge) online by paying your booking in full using the POLi Direct Payment option, or call the Guest Contact Centre with a gift voucher. Conditions.
- > * Change and Cancellation fees are per person, per booking
- > # Card Payment Fee (Payment Surcharge) is applied per booking when using credit card or debit card as the method of payment and is non-refundable except where you are entitled to a refund of your fare under the [Australian](#)

[Consumer Law](#). For bookings made with debit and credit cards the card payment fee (payment surcharge) is capped at \$11 for Domestic flights per person and \$70 for International flight per person.

- > ^ Applicable each time guests call the GCC to make, change or cancel a booking.
- > ^^ Applicable each time guests make, change or cancel a booking at the airport.

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Trans Tasman

The following fare types are available across our Trans Tasman network.

- Economy
- Business**

Your Business fare options

The information below sets out the specific fare rules, inclusions, fees and surcharges for each fare type. These are in addition to your rights under the [Australian Consumer Law](#).

<p>Business Saver</p> <p>For guests you want exceptional style and refined comfort. If plans change, you can cancel or change your flight for a fee plus fare difference.</p> <p>Fare class: I, D</p>	<p>Business</p> <p>For guests who prefer refined comfort and full flexibility. Flights can be changed or cancelled for no additional fee plus fare difference.</p> <p>Fare class: C, J</p>
--	---

What's included in your fare?

	Business Saver	Business
Food and drink		Included
In-flight Entertainment		Virgin Australia offers a variety of in-flight entertainment options dependent on the route flown, aircraft type and availability. Find out more .
Checked baggage		2 pieces (up to 32kg each)
Carry-on baggage		2 pieces maximum (up to 7kg total)
Advanced standard seat selection		Included
Lounge access		Included
Velocity Points earned	5 points/ AU\$1. Learn more about Velocity Points and Status Credits .	
Velocity Status Credits earned		Yes
Velocity Points bonus for Platinum, Gold and Silver members		Yes

Fare flexibility

	Business Saver	Business
Change fee*	Permitted until 30 days prior to scheduled departure.	Permitted prior to scheduled departure: No fee + any fare difference

	<p>No fee + fare difference</p> <p>or</p> <p>Within 30 days prior to scheduled departure: AUD 120 / NZD 120 fee + fare difference</p> <p>or</p> <p>Until scheduled departure for same flight/same day upgrades: No fee + fare difference</p>	
Cancel fee*	<p>Permitted prior to scheduled departure: Credit permitted to Travel Bank (AUD 120 / NZD 120 fee) or refund to original form of payment (AUD 200 / NZD 200 fee)</p>	<p>Permitted prior to scheduled departure: Credit permitted to Travel Bank or refund to original form of payment (no fee)</p>
Name change fee	Not permitted	Not permitted
No show	Loss of fare	Loss of fare

Other fees and surcharges

Guest Contact Centre fee[^]	No fee
Airport service fee^{^^}	No fee
Card payment fee (payment surcharge)[#]	<p>For bookings made by credit card: 1.024% per booking For New Zealand: NZD 10</p> <p>For bookings made by debit card: 0.410% per booking For New Zealand: NZD 10</p>

Important information about fare types

- > ⁺ Conditions apply. Economy X availability depends on aircraft.
- > All Virgin Australia airfares are subject to change without notice. If you change your booking, your new fare may be more expensive than the original fare paid.
- > When bookings are created using a combination of fares from different fare types, the rules of the most restrictive fare will apply to the whole booking.
- > Change and cancellation fees are not payable where you are entitled to a refund under the [Australian Consumer Law](#).
- > To maximise customer choice we offer the ability to avoid paying a card payment fee (payment surcharge) online by paying your booking in full using the POLi Direct Payment option, or call the Guest Contact Centre with a gift voucher. Conditions.
- > ^{*} Change and Cancellation fees are per person, per booking
- > [#] Card Payment Fee (Payment Surcharge) is applied per booking when using credit card or debit card as the method of payment and is non-refundable except where you are entitled to a refund of your fare under the [Australian Consumer Law](#). For bookings made with debit and credit cards the card payment fee (payment surcharge) is capped at \$11 for Domestic flights per person and \$70 for International flight per person.
- > [^] Applicable each time guests call the GCC to make, change or cancel a booking.
- > ^{^^} Applicable each time guests make, change or cancel a booking at the airport.

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Domestic

The following fare types are available across our domestic network.

- Economy**
- Business

Your Economy fare options

The information below sets out the specific fare rules, inclusions, fees and surcharges for each fare type. These are in addition to your rights under the [Australian Consumer Law](#).

<p>Getaway</p> <p>Our lowest domestic fare for guests who don't need the flexibility to change their flight.</p> <p>Fare class: M, S, T</p>	<p>Elevate</p> <p>Both value and flexibility, with options to explore if our guests' plans change.</p> <p>Fare class: Q, V, N, E</p>	<p>Freedom</p> <p>Full flexibility for guests who might have a last-minute change of plan.</p> <p>Fare class: L, K, H, B, Y</p>
--	---	--

What's included in your fare?

	Getaway	Elevate	Freedom
Food and drink	Complimentary snack and a selection of beverages. Complimentary meals are provided between Brisbane, Melbourne and Sydney to Perth.		
In-flight Entertainment	Virgin Australia offers a variety of in-flight entertainment options dependent on the route flown, aircraft type and availability. Find out more.		
Checked baggage	1 piece (up to 23kg)		
Carry-on baggage	2 pieces maximum (up to 7kg total)		
Advanced standard seat selection	Included		
Upgrade option - Economy X⁺	Available for purchase. Find out more.		
Upgrade option - UpgradeMe	Available. Find out more.		
Lounge access	Not included. Available to Platinum & Gold Velocity members.		
Priority check-in, boarding or baggage	Not included	Not included. Available to Platinum & Gold Velocity members.	
Velocity UpgradeMe points	Permitted		

Velocity Fly Ahead	✘ Not available	✘ Not available. Available to Platinum & Gold Velocity members.
Velocity Points earned	5 points/ AU\$. Learn more about Velocity Points and Status Credits.	
Velocity Status Credits earned	✔ Yes	
Velocity Points bonus for Platinum, Gold and Silver members	✘ No	✔ Yes

Fare flexibility

	Getaway	Elevate	Freedom
Change fee*	Permitted up to midnight prior to scheduled departure: AUD 90 + any fare difference	Permitted until 30 days prior to scheduled departure: No fee + fare difference or Within 30 days prior to scheduled departure: AUD 70 fee + fare difference	Permitted prior to scheduled departure: No fee + fare difference
Cancel fee*	Cancellations are not permitted on this fare	Permitted until midnight prior to scheduled departure: Credit permitted to Travel Bank only (AUD 70 fee)	Permitted prior to scheduled departure: Credit to Travel Bank (no fee) or refund to original form of payment (A\$80 fee)
Name change fee	Name changes are not permitted on this fare	AUD 90 + associated flight change fee	AUD 90
No show	100% loss of fare		
You may also be entitled to a refund under the Australian Consumer Law in certain circumstances.			

Other fees and surcharges

Guest Contact Centre fee [^]	AUD 40
Airport service fee ^{^^}	AUD 40
Card payment fee (payment surcharge) [#]	For bookings made by credit card: 1.024% per booking For bookings made by debit card: 0.410% per booking

Important information about fare types

- > ⁺ Conditions apply. Economy X availability depends on aircraft.
- > All Virgin Australia airfares are subject to change without notice. If you change your booking, your new fare may be more expensive than the original fare paid.
- > When bookings are created using a combination of fares from different fare types, the rules of the most restrictive fare will apply to the whole booking.
- > Change and cancellation fees are not payable where you are entitled to a refund under the [Australian Consumer Law](#).
- > To maximise customer choice we offer the ability to avoid paying a card payment fee (payment surcharge) online by paying your booking in full using the POLi Direct Payment option, or call the Guest Contact Centre with a gift voucher. Conditions.
- > ^{*} Change and Cancellation fees are per person, per booking
- > [#] Card Payment Fee (Payment Surcharge) is applied per booking when using credit card or debit card as the method of payment and is non-refundable except where you are entitled to a refund of your fare under the [Australian Consumer Law](#). For bookings made with debit and credit cards the card payment fee (payment surcharge) is capped at \$11 for Domestic flights per person and \$70 for International flight per person.
- > [^] Applicable each time guests call the GCC to make, change or cancel a booking.
- > ^{^^} Applicable each time guests make, change or cancel a booking at the airport.

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Economy **Business**

Your Business fare options

The information below sets out the specific fare rules, inclusions, fees and surcharges for each fare type. These are in addition to your rights under the [Australian Consumer Law](#).

<p>Business Saver</p> <p>For guests you want exceptional style and refined comfort. If plans change, you can cancel or change your flight for a fee plus fare difference.</p> <p>Fare class: I</p>	<p>Business</p> <p>For guests who prefer refined comfort and full flexibility. Flights can be changed or cancelled for no additional fee plus fare difference.</p> <p>Fare class: D, C, J</p>
---	--

What's included in your fare?

	Business Saver	Business
Food and drink		✓ Included
In-flight Entertainment		✓ Virgin Australia offers a variety of in-flight entertainment options dependent on the route flown, aircraft type and availability. Find out more .
Checked baggage		✓ 2 pieces (up to 32kg each)
Carry-on baggage		✓ 2 pieces maximum (up to 7kg total)
Advanced standard seat selection		✓ Included
Lounge access		✓ Included
Priority check-in, boarding or baggage		✓ Included
Velocity Fly Ahead		✗ Platinum & Gold Velocity members only
Velocity Points earned		5 points/ AU\$1. Learn more about Velocity Points and Status Credits .
Velocity Status Credits earned		✓ Yes
Velocity Points bonus for Platinum, Gold and Silver members		✓ Yes

Fare flexibility

	Business Saver	Business
Change fee*	<p>Permitted until 30 days prior to scheduled departure: No fee + fare difference</p> <p>or</p> <p>Within 30 days prior to scheduled departure: AUD 70 fee + fare difference</p>	<p>Permitted prior to scheduled departure: No fee + fare difference</p>
Cancel fee*	<p>Cancellations permitted until midnight prior to scheduled departure: Credit permitted to Travel Bank only - AUD 50 fee</p>	<p>Cancellations permitted prior to scheduled departure: Credit permitted to Travel Bank or original form of payment - no fee</p>
Name change fee	AUD 90 + associated flight change fee	No fee
No show	100% loss of fare	Permitted within 12 months. Credit to Travel Bank (no fee) or refund to original form of payment (no fee).
<p>You may also be entitled to a refund under the Australian Consumer Law in certain circumstances.</p>		

Other fees and surcharges

Guest Contact Centre fee [^]	No fee
Airport service fee ^{^^}	No fee
Card payment fee (payment surcharge) [#]	<p>For bookings made by credit card: 1.024% per booking</p> <p>For bookings made by debit card: 0.410% per booking</p>

Important information about fare types

- > * Conditions apply. Economy X availability depends on aircraft.
- > All Virgin Australia airfares are subject to change without notice. If you change your booking, your new fare may be more expensive than the original fare paid.
- > When bookings are created using a combination of fares from different fare types, the rules of the most restrictive fare will apply to the whole booking.
- > Change and cancellation fees are not payable where you are entitled to a refund under the [Australian Consumer Law](#).
- > To maximise customer choice we offer the ability to avoid paying a card payment fee (payment surcharge) online by paying your booking in full using the POLi Direct Payment option, or call the Guest Contact Centre with a gift voucher. Conditions.
- > * Change and Cancellation fees are per person, per booking
- > # Card Payment Fee (Payment Surcharge) is applied per booking when using credit card or debit card as the method of payment and is non-refundable except where you are entitled to a refund of your fare under the [Australian Consumer Law](#). For bookings made with debit and credit cards the card payment fee (payment surcharge) is capped at \$11 for Domestic flights per person and \$70 for International flight per person.
- > ^ Applicable each time guests call the GCC to make, change or cancel a booking.
- > ^^ Applicable each time guests make, change or cancel a booking at the airport.

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Virgin Australia Holidays

Fees

Phone Booking Fee	Guest Contact Centre	Online
Australian Domestic	AUD \$30.00 per person capped at \$120.00 AUD per booking	n/a
Australian International	AUD \$30.00 per person capped at \$120.00 AUD per booking	n/a

Amendment Fees:

Domestic (via the GCC) \$50.00 per booking*
 International (via the GCC) \$100.00 per booking*

Cancellation Fees**:

Domestic (via the GCC only) AUD\$80.00 per person* capped at AUD\$320 per booking.
 International (via the GCC only) AUD\$80.00 per person* capped at AUD\$320 per booking.

* Plus fees levied by service suppliers and/or fare or rate difference

** Balance remaining from cost of booking (after fees) will be held in credit for 12 months after date of original purchase (see terms and conditions)

*Change and cancellation fees are not payable where you are entitled to a refund under the [Australian Consumer Law](#).

Credit Card and Debit Card Fees:

Add a 1.024% card payment fee to the total package price when using Mastercard Credit, Visa Credit and American Express. Mastercard Debit and Visa Debit card transactions will incur a 0.410% fee.

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