

Virgin Australia (VA) to Doha (DOH) & beyond in partnership with Qatar Airways (QR)

Agency Partners Fact Sheet

About the Virgin Australia (VA) flights to Doha operated by Qatar Airways (QR):

Virgin Australia now offers daily services to Doha from Sydney, Brisbane, Perth and Melbourne with over 100 onward connections on the wider Qatar Airways network beyond Doha

The new services are operated by Qatar Airways for Virgin Australia. This partnership provides greater choice, benefits and value for your customers including:

- More options for international travel, with 28 weekly flights between Australia and Doha and vice versa.
- A seamless booking experience via Virgin Australia or Qatar Airways when arranging travel to Europe, Africa, the Middle East, and beyond.
- Great value fares on Virgin Australia flights to Doha, Qatar, flown on Qatar's Boeing 777, including the much loved QSuite, access to thousands of inflight entertainment options, and food and beverage.

What does this mean for my customers?

The partnership between Virgin Australia and Qatar Airways is delivering more value and choice for Australian travellers with:

- **More Choice and Flexibility:** Connections to over 100 destinations across Europe, the Middle East and Africa departing from Sydney, Perth, Brisbane and Melbourne.
- **Lounge Access and Benefits:** Velocity Gold, Platinum and Platinum Plus members and Business Class guests will enjoy access to Qatar Airways' network of lounges^ when travelling on flights operated by Qatar Airways on behalf of Virgin Australia and Bonus Points earn on miles flown*.
- **A Premium Experience:** Your customers can enjoy premium service with Qatar Airways, the World's Best Airline, renowned for their QSuite Business Class¹.
- **Enjoy a rewarding Journey:** Customers who are Velocity Frequent Flyer members or Privilege Club members can enjoy reciprocal benefits on eligible Virgin Australia marketed international long haul flights between Australia and Doha (operated by Qatar Airways)* and beyond on the wider Qatar Airways network.

How can I purchase a fare on the new services through VA?

Virgin Australia marketed international long haul flights to Doha (operated by Qatar Airways) are available for sale via your GDS for POS and POO AU. For all other points of sale, pricing will be made available globally through Qatar Airways sales channels only.

Will I be able to combine a VA marketed international long haul flight (with VA flight number VA1 to VA29) with another QR operated service on a single ticket?

For ticket combinability, please refer to the published fare rules.



What are the fare inclusions for the new services?

Key fare inclusions across Virgin Australia Economy Choice, Economy Flex, and Business fare types include the following:

	CHOICE	FLEX	BUSINESS
	Pick your seat ² and bring a checked bag for the ride.	Flexibility if plans change. Pick a seat and check your bag.	Enjoy extra space, premium comforts and priority perks.
Carry-on baggage	✓ 7Kg	✓ 7Kg	✓ 14Kg
Checked baggage	✓ 1x25kg	✓ 1x30kg	✓ 1x40kg
Choose your standard seat	VA1-29: Available for Purchase ² All other services: Available for Purchase**	VA 1-29: Included ² All other services: Available for Purchase**	VA 1-29: Included ² All other services: Available for Purchase**
Food onboard	✓	✓	✓
Lounge access	Not included. Lounge access is available to Velocity Gold, Platinum and Platinum Plus members [^] .		✓
Inflight entertainment	✓	✓	✓
Velocity Points*	✓	✓	✓
Velocity Status Credits*	✓	✓	✓

Please refer to our [website](#) for the full fare inclusions for Virgin Australia flights to Doha operated by Qatar Airways.

During what part of the booking process will I be able to select a seat for my customer?

Seat Selection on VA1-29 services is available via the GDS or “manage my booking” on the Virgin Australia website. Seat selection for new bookings or seat changes within 3 days of scheduled departure can only be requested at check-in, at the airport. Please note that pre-seating on other Virgin Australia marketed, Qatar Airways operated flights can be done via the Qatar Airways Agency portal or via “manage my booking” on the Qatar Airways website directly. Fees may apply.

What are the loyalty program benefits for my customers that are Velocity Frequent Flyer members?

For your customers who are Velocity Frequent Flyer members, this partnership offers benefits and rewards including:

- Earn Velocity Points and Status Credits, when flying on Virgin Australia marketed international long haul flights between Australia and Doha (operated by Qatar Airways)*
- Earn Velocity Tier Bonus, when flying on Virgin Australia marketed flights

Additionally, eligible Velocity Gold, Platinum and Platinum Plus members will receive the following tier benefits:



- Priority Check-in and boarding*
- Additional baggage allowance (info can be found [here](#))
- Lounge access when travelling on eligible flights^

For a full comprehensive list of all benefits – please visit [Virgin Australia Doha Flights | Flying & Status with Velocity | Velocity Frequent Flyer](#)

Can a customer bring additional baggage on these new services?

Yes - Velocity Gold, Platinum and Platinum Plus members can avail of an additional checked baggage allowance. The additional allowance depends on Velocity tier and destination – please visit [Virgin Australia Doha Flights | Flying & Status with Velocity | Velocity Frequent Flyer](#) for more detail. It is also possible to pay for excess baggage at the airport.

Can a customer pre-purchase additional baggage on these new services?

No. Any additional baggage on top of the included fare allowance can only be added as excess baggage at the airport, subject to space availability and on payment of a fee.

What lounges will my customers who are travelling in Business Class have access to in Doha when travelling on the new VA services?

Eligible Business Class passengers will have access to the Al Mourjan Business Lounge in Doha. More information about lounge eligibility is available on the [Virgin Australia website](#).

What lounges do my customers have access to if they are Velocity Gold, Platinum or Platinum Plus members?

International lounge access to Qatar Airways owned and operated lounges and third-party partner lounges are available when travelling on a QR operated flight. This includes Virgin Australia marketed international long haul flights between Australia and Doha (operated by Qatar Airways) with a VA or QR flight number.

Eligible Velocity tier members can enjoy access to international lounges including but not limited to:

- Qatar Airways Gold and Platinum Lounges in Doha
- Air New Zealand Lounge in Sydney, Perth, and Brisbane
- Marhaba Lounge in Melbourne
- London Heathrow Frequent Flyer Lounge

For a full list of lounges available to eligible Velocity tier members, please visit the Virgin Australia [website](#). For further information on loyalty lounge benefits included, please refer to Velocity membership [terms and conditions](#).

What does this mean for my corporate customers who hold a Corporate Air Agreement with Virgin Australia?

Virgin Australia is excited to offer corporate customers exclusive discounts when flying on the Virgin Australia marketed international long haul flights between Australia and Doha (operated by Qatar Airways) and beyond, as part of their Corporate Air Agreement.



What does this mean for my customers who are Virgin Australia Business Flyer members?

Virgin Australia is pleased to offer Virgin Australia Business Flyer members discounts when flying on the Virgin Australia marketed international long haul flights between Australia and Doha (operated by Qatar Airways) and beyond. For further information please refer to the program's [terms and conditions](#).

What commissions are available on Virgin Australia marketed International Long Haul flights (operated by Qatar Airways)?

Base Commission levels apply to all public fares ticketed on Virgin Australia (795) ticket stock and issued by Trade Partners that do not have a Commercial Sales Agreement with Virgin Australia. Please refer to the [Base Commission Policy](#) Point of Sale Australia Policy available on our [Agency Hub](#).

Have further questions?

If you require technical support, the Virgin Australia Agents Helpdesk is available 7 days a week. For assistance, please call 13 67 37 or email va.agentshelpdesk@virginaustralia.com. Operating hours are Monday-Friday: 5.00am - 11.00pm | Saturday-Sunday: 7.30am - 6.00pm (AEST). International agents please refer to our [Industry Support contact list](#).

Agents can stay up to date with the latest news by visiting the Virgin Australia [Agency Hub](#) or by subscribing to the Virgin Australia [Trade News](#).

Terms and Conditions:

*Velocity Member [Terms and Conditions](#) and Privilege Club Member [Terms and Conditions](#) apply. Velocity Points can be earned on Virgin Australia flights between Australia and Doha (operated by Qatar Airways for Virgin Australia) with a VA flight number VA1 to VA29 (inclusive). The Velocity Points earned will be calculated using the 'fare type originally purchased, and the miles flown as part of the Virgin Australia flight' method at the rates outlined on the table on the Virgin Australia partner page on the Velocity Frequent Flyer website. Velocity members will earn Status Credits on eligible Virgin Australia marketed flights with a VA flight number that are operated by partner airlines, Virgin Australia flights between Australia and Doha (operated by Qatar Airways for Virgin Australia) with a VA flight number VA1 to VA29 (inclusive). Status Credit earn for these flights is based on the fare type originally purchased and number of miles flown at the earn rates outlined on the relevant partner airline page on the Velocity Frequent Flyer website. For all Status Credit earn, Status Credits accrual is based on single flight segments that consist of individual flight numbers. An itinerary that involves a change in aircraft but retains the same flight number is considered a single flight segment. An itinerary that consists of a change in flight numbers, even if the same aircraft is used for the entire itinerary, is considered two flight segments. Domestic flights booked within an international journey will accrue Status Credits at the earn level for international flights. Members travelling on upgraded fares purchased with Points or any other subsidised means of upgrades on Virgin Australia or our partner airlines will earn Status Credits based on original purchased fare type.

~Priority Check-in and boarding is available at selected ports. See <https://www.velocityfrequentflyer.com/content/Status/Benefitsat-a-glance/> for more information.

^International lounge access to Qatar Airways owned and operated lounges and third-party lounges are available when travelling in Business class or guests who are a Velocity Gold, Platinum and Platinum Plus status members when travelling on a QR operated flight. This includes Virgin Australia flights operated by Qatar Airways with a VA-flight number between Australia and Doha.

!Qsuite is available on select routes for Qatar Airways Business Class. Please check the availability of Qsuite for your flight at the time of booking. Qsuite may also be unavailable for operational reasons due to aircraft change. Find out more [here](#).

²Advance seat selection may be available for Virgin Australia international long haul flights between Australia and Doha (operated by Qatar Airways), with VA flight numbers VA1 to VA29 (inclusive). Seat selection on Economy Choice fares will incur an additional fee, unless you are a Gold, Platinum or Platinum Plus Velocity member. Seat selection for Flex and Business fares is included. This can be done online at the time of making a booking or via Manage Booking on the Virgin Australia website, up to three days before a flight's scheduled departure. Seat selection for new bookings or seat changes within 3 days of scheduled departure can only be requested at check-in, at the airport. Guests can contact our Guest Contact Centre on 13 67 89 to find out more.

**For other codeshare services marketed by Virgin Australia and operated by Qatar Airways: Seat selection can be managed or purchased via the Qatar Airways website or app. Advance seat selection on Economy Choice fares will incur an additional fee, unless you are a Gold, Platinum or Platinum Plus Velocity member. Seat selection for Flex and Business fares is included except Business fares ticketed in Virgin Australia's booking class "D" where advance selection will incur an additional fee.

