

## Virgin Australia Seating Policy

Seat Selection is available on all Virgin Australia-operated flights (including selected VARA services) from 331 days prior to departure until check-in closes. To make flights as comfortable as possible, we offer eligible guests the opportunity to select a seat before boarding. Advance seat selection can be made at the time of booking or after a booking has been made via the GDS, online, via our [Guest Contact Centre](#), or at the time of check-in.

Standard seat selection is included free of charge (FOC) with Economy Choice and Flex fares and not included with Economy Lite fares. Any purchase of Economy X, Preferred Seat selection and standard seat selection will be subject to the relevant terms and conditions.

**Paid Seating is applicable for guests ticketed on VA 795 Ticket Stock.**

### Seat Selection and Eligibility

Seat selection is available to all Virgin Australia customers traveling on any fare within any cabin subject to availability, eligibility criteria, conditions, and safety requirements. Where available, seat selection occurs directly via a seat map display or by generic seat requests. Update the PNR (Passenger Name Record) to confirm acceptance of the Schedule Change.

#### Important Information

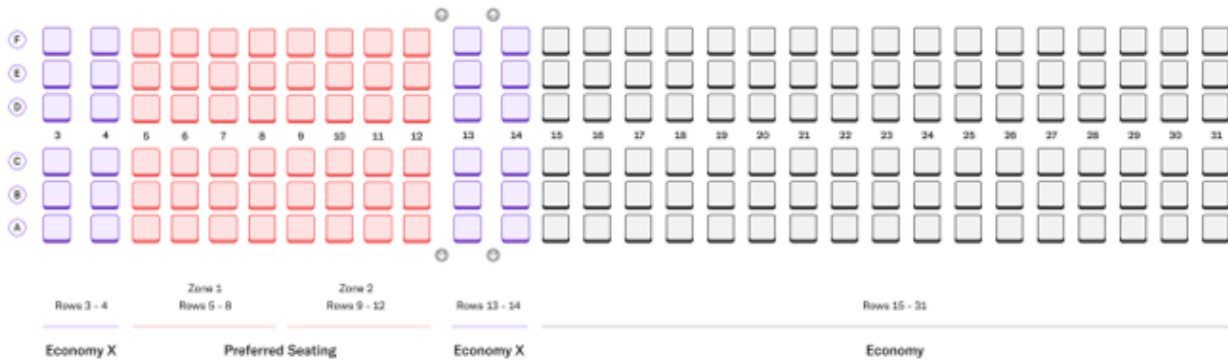
- › Virgin Australia is unable to guarantee seat selection requests as they may need to be changed for operational or safety reasons.
- › Customers will not be contacted if changes to seats occur prior to check-in.
- › We are unable to advise the seat selection for passengers who are not on the same itinerary for privacy reasons
- › Eligible customers with specific seating requirements or special needs should ensure this information is passed on to our Guest Contact Centre or Travel Agent.
- › Certain seats may not be available for advance seat selection.
- › **Velocity Platinum and Gold members and their traveling companions (in same PNR) are permitted to pre-seat in the Preferred Seating zones at no charge.** Please ensure you have added the Velocity Platinum or Gold member's frequent flyer number to the booking at the time of pre-seating.

#### Seat Selection availability by booking channel:

Booking Channel	Available
GDS	Yes
Virgin Australia Corporate Website	Yes
Virgin Australia Direct Connect (API)	Yes
Virgin Australia Website	Yes
Virgin Australia Guest Contact Centre	Yes
Virgin Australia Check-in Desks	Yes
Virgin Australia Check-in Kiosks	Yes

## Where are the seats located?

On a 737-800, preferred seating is available for purchase in the section between Economy X as per the below indicative map.



## What is the cost?

The cost for Economy X & Preferred Seating can vary between seating zones and regions travelling. Please refer to your GDS for current pricing.

## Economy X

**Economy X** is a more premium experience for Economy guests. Guests who purchase Economy X will have access to Economy seats that have additional legroom (34-39" of pitch) and will be positioned in the front of the Economy cabin or in the over wing exits. Economy X will also offer a more premium experience at the airport and onboard, including access to Priority Check-In on international flights, Priority Boarding (where available) and Preferred Overhead Locker space above their row.

For more information about Economy X, view the [Economy X product page](#) and [Economy X Terms and Conditions](#).

To be seated in the emergency exit row, customers must:

- › Be 15 years of age or older.
- › Be physically able to reach, locate, and operate the emergency exit window or door, and to quickly pass through the exit.
- › Be able to understand and acknowledge instructions given by our Cabin Crew in English about the tasks they will be expected to perform in an emergency evacuation and read the safety card provided by our Crew for that purpose.
- › Be able to check outside conditions and respond to Cabin Crew commands before opening an exit.
- › Be able and willing to assist the Crew and other passengers in the evacuation of the aircraft.

- › Not have any condition (be it a consequence of age, frailty, injury, physical or psychological disability, mobility, vision or hearing impairment, sickness or anything else) which may prevent them from performing the duties listed above.
- › Not be travelling with a carer, or carrying an infant, a guide dog or an assistance animal.
- › Not require the use of an extension seat belt.

## Important Information

- › Economy X is subject to aircraft type, operational and safety requirements.
- › Economy X seats are available for a fee, per person per segment, based on origin and destination.
- › Customers may choose to be seated apart from their travelling party and therefore only those customers choosing to be seated in an Economy X seat are required to pay the applicable fee.
- › Where a customer subsequently cannot meet the safety requirements due to changed circumstances, they are required to call the Guest Contact Centre prior to travel to remove the Economy X reservation.
- › Economy X is non-transferable.
- › Economy X is non-refundable, unless due to involuntary cancellation or the guest does not meet the safety requirements.

Beyond and Platinum Velocity Frequent Flyer members will be offered this benefit free of charge on domestic and short-haul international flights and can request this at the time of booking or any time prior to departure where available.

## Preferred Seating

Preferred Seats are Economy seats available for purchase located closer to the front of our aircraft, behind the front Economy X section. Guests travelling on Economy Choice or Flex fares can purchase a Preferred Seat at any time up until 48 hours prior to the flight's scheduled departure, when any remaining Preferred Seats become available for complimentary selection during check in. Guests travelling on Lite fares can purchase a Preferred Seat at any time up to 3 hours prior to the flight's scheduled departure, subject to availability.

Note: These seats do not have any additional legroom.

It is available to purchase via the GDS (Global Distribution System) as an EMD-A (Electronic Miscellaneous Document) and is available on all aircraft types and Virgin Australia-operated with a VA flight number (including E90, Saab 340 and Fokker F70 aircrafts).

All customers who choose to seat in the Preferred Seating zone will be charged the fee as an EMD-A when booking via the GDS with the Platinum and Gold Velocity Tier status exceptions.

For more information about Preferred seat selection, view the [Preferred Seat Selection page](#) online and [Preferred Seating Term and Conditions](#)

## Standard Seating

**Standard Seats** selection is included in Economy Choice and Flex fares. Guests travelling on Economy Lite fares can purchase a standard seat at any time up to 3 hours prior to their flight's scheduled departure, when standard seats become available for complimentary selection during check-in.

If you change your mind after purchasing seat selection and choose to cancel your flight, seat selection fees will not be refunded unless you are entitled to a refund under the Australian Consumer Law.

## FAQ

### ***What is difference between Preferred Seating Zone 1 and Zone 2?***

**A.** Where applicable, the Preferred Seat zones are sectioned depending on how far forward the seat is to the front. On a 737-800 aircraft:

- i. Zone 1 = rows 5-8*
- ii. Zone 2 = rows 9-12*

Each zone will have a different price.

### ***Q. What happens if I need to change my flight?***

**A.** For guests who need to voluntarily change their flight they will need to select a seat when changing their flight. Agent is to then contact the Virgin Industry Support Team to reassociate the original seat Electronic Miscellaneous Document (EMD) provided the names and routing have not changed.

### ***Q. What happens if I need to cancel my flight?***

**A.** If you have purchased an Economy X or Preferred Seat and voluntarily cancel your booking, the Economy X and Preferred Seat fee will not be refunded.

### ***Q. My flight was changed, and I no longer have Economy X or Preferred Seating. Can I get a refund?***

**A.** In the event Virgin Australia changes your flight and an Economy X or Preferred Seat is not available, you will be eligible for a refund through your GDS.

Please note if Virgin Australia accommodates you in an Economy X seat in place of a Preferred Seat, no refund of the Preferred Seat is applicable.

More details on paid seat refunds available in the [Preferred Seating Term and Conditions](#) and [Economy X Terms and Conditions](#).

### ***Q. There are no free seats to select when making my booking, what can I do?***

**A.** For guests on a Choice or Flex fare, if all standard seats are taken at the time of making a booking and guests do not wish to pay for a seat, they may wait until check in opens (48 hours for domestic flights) and select a Preferred Seat free of charge.

**Q. I have recently changed from a Silver Member to a Gold Member, can I get Preferred Seating free of charge on my existing booking?**

**A.** Tier recognition for seating benefits will apply at the time you are selecting your seat.

**Q. My seat has changed from a Preferred Seat on a Window to an Aisle, can I get a refund?**

**A.** In the event Virgin Australia changes your flight and a 'like for like' Preferred Seat is not available; you may request a refund through GDS. Please note if Virgin Australia accommodates you in an Economy X seat, no refund is applicable.

**Q. Which flights have Economy X, Preferred Seat selection and Standard Seat selection available for purchase?**

**A.** Economy X, Preferred Seat and Standard Seat selection are available for purchase on Virgin Australia operated services (including selected VARA services). Standard seat selection is included free of charge (FOC) with Economy Choice and Flex fares and not included with Economy Lite fares. Any purchase of Economy X, Preferred Seat selection and standard seat selection will be subject to the relevant terms and conditions.

**Q. Where are Economy X, Preferred Seats and Standard Seats located?**

**A.** Economy X is located in dedicated rows behind the Business Class cabin as well as the exit row/s in the main cabin of most Virgin Australia aircraft. Preferred Seats are located in the main cabin in the section in between Economy X front rows and the exit rows in most Virgin Australia aircraft. Standard Seats are located in the main cabin behind the exit row section.

**Q. Who is eligible to book Economy X, Preferred Seats and Standard Seats?**

**A.** Any guest who has their Virgin Australia flights ticketed on 795 ticket stock, who is travelling on a Virgin Australia-operated flight, can book Economy X, Preferred Seat selection or Standard Seat selection.

**Economy X** - Beyond and Platinum Velocity members (and companions travelling on the same PNR, up to a total of 9 passengers including Beyond and Platinum members, excluding group bookings) can request Economy X seats on Domestic and International Short Haul flights free of charge (FOC) at the time of booking or as requested any time prior to departure, when seats are available (this is not a guaranteed benefit).

**Preferred Seats** - Beyond, Platinum and Gold Velocity members can request Preferred Seating on Domestic and International Short Haul flights free of charge (FOC) for Economy Flex and Choice fare bookings at the time of booking or as requested any time prior to departure, where seats are available (this is not a guaranteed benefit).

Beyond and Platinum Velocity members can request Preferred Seating on Domestic and International Short Haul flights free of charge (FOC) for Lite fare bookings at the time of booking or as requested any time prior to departure, where seats are available (this is not a guaranteed benefit).

**Standard Seats** - Beyond and Platinum Velocity members can request to select a standard seat on Domestic and International Short Haul flights FOC for Economy Lite fare bookings at time of booking or as requested any time prior to departure, where seats are available (this is not a guaranteed benefit).

**Q: What types of bookings are not eligible to request Economy X, Preferred Seating or Standard Seats?**

**A:** Economy X, Preferred Seating or standard seats will not be available for purchase for bookings with codeshare and interline airlines operating the flights.

**Q. What types of bookings are not supported by Manage My Booking via Virgin Australia website?**

- A.** Manage My Booking does not support any EMD-A requests for the following itineraries:
- VA issued tickets with VA\* codeshare agreements
  - VA issued tickets with interline sectors

Should you have any of these bookings, please contact the Virgin Australia Industry Support on 136 737 who will assist you with this request.

**Q. What channels will this product be available for industry purchase?**

- Your GDS (subject to technical functionality)
- Online: Guests can be guided to add an Economy X, Preferred Seat, or Standard Seat via the seat map page on the Virgin Australia website or App via [Manage your booking](#)
- By phone: Request a seat via Virgin Australia Industry Support on 136 737

**Q. How do customers add an Economy X, Preferred Seat selection or Standard Seat selection to a booking?**

**A.** Economy X, Preferred Seat selection or Standard Seat selection can be purchased at the time of booking or prior to departure (subject to availability). Guests can request this product by either by contacting their travel agent, via “Manage My Booking” or “Online Check-in”, or by calling the Virgin Australia Guest Contact Centre.

**Q. How will the seat type display on customer itineraries?**

**A.** Once purchased, the name ‘Economy X’, ‘Preferred Seat’ or ‘Standard Seat’ will appear on all bookings and the ticket as the commercial name of the seat.

**Q. What if a guest chooses an exit row seat as part of the Economy X offering, will they receive all the inclusions?**

**A.** Yes. Irrespective of where Economy X seats are located on an aircraft, if a guest chooses to purchase or is allocated an Economy X seat in an exit row, they will receive the applicable inclusions. However, guests seated in exit rows must meet the exit row eligibility criteria, as per the Virgin Australia [Economy X Terms and Conditions](#).

**Q. Is there a fee to purchase an Economy X, Preferred Seat selection or Standard Seat selection?**

**A.** Yes. Seat pricing varies and is subject to change. Virgin Australia may change its published prices at any time. The applicable seat selection price will be the price published at the time you purchase. Prices are per person, one way and per sector. Prices may vary by sale channel due to system functionality. Prices are in the applicable booking currency, being the country of origin specified in your booking or purchase.

**Q. Will companions travelling with Beyond or Platinum Velocity Frequent Flyers be charged a fee for selecting Economy X seats?**

**A.** Any companion of Beyond and Platinum Velocity Frequent Flyer members travelling on the same booking/PNR will be eligible for this benefit free of charge (subject to availability) on domestic and short haul international flights. Note: Should a companion change their flight and no longer travel with a Beyond or Platinum Velocity Frequent Flyer, they will need to pay for their Economy X seat.

***Q. Can Velocity Points be used to purchase an Economy X, Preferred Seat selection or Standard Seat selection?***

**A.** Yes. Velocity members will be able to redeem their Velocity Points for Economy X, Preferred Seat selection or Standard seat selection at the same time as booking their Economy fare. Points and Pay is not available.

***Q. Will Velocity members earn Velocity Points or Status Credits when purchasing Economy X, Preferred Seat selection or Standard Seat selection?***

**A.** Velocity Members will not earn Velocity Points or Status Credits on the amount paid for seating.

***Q. Velocity members used to have access to certain rows, will they still have access to these now?***

**A.** Virgin Australia offers Velocity Frequent Flyer members designated seating zones in the main cabin of each aircraft.

***Q. Will bookings with specific service requests which require an Economy X or Preferred Seat incur a fee?***

**A.** No. The fee can be waived for special circumstances. Please contact Virgin Australia Industry Support on 136 737 to fulfil this type of request.

***Q. How do I add Economy X, Preferred or Standard seat selection when there is a schedule change?***

**A.** When a schedule change has occurred within an itinerary, the ability to assign an Economy X, Preferred Seat or Standard Seat will be prevented until the schedule change has been accepted. This will occur even if the schedule change does not impact the sector you are trying to seat assign. Assigning a paid seat requires the system to assess the entire itinerary currently held in the booking to calculate the correct seating fee. If the itinerary still shows an unconfirmed schedule change, this calculation cannot be processed, and the system will return an error. Please confirm the schedule change first and then you will be able to assign the Economy X, Preferred Seat or Standard Seat .

***Q. How do Platinum and Beyond guests request an Economy X, Preferred Seat or Standard Seat if their booking was created through the Corporate Portal (Virgin Australia Business Flyer)?***

**A.** The Virgin Australia Business Flyer cannot validate Velocity member tier during the booking flow –for example, if a seat is booked in Economy X for a Platinum or VIP the seat will not be FOC. In these cases, it will be necessary for the agent to either complete the transaction without ticketing, retrieve the booking (tier is now validated) and book the seat – FOC or, end and ticket the booking before directing the guest to MYB to book Economy X.

***Q. Can Economy X, Preferred or Standard Seats be transferred to other customers?***

**A.** No. The purchase of Economy X, Preferred Seat selection and Standard seat selection cannot be transferred to other customers.

***Q. Are Economy X, Preferred or Standard Seats refundable?***

**A.** Agents and guests may request a refund of the Economy X, Preferred Seat selection or Standard seat selection under certain circumstances. . If eligible for a refund of the seat selection fee under the relevant terms and conditions, Travel Agents can request a refund via BSPLink. For more details on refunds, please consult the [Economy X Terms and Conditions](#), the [Preferred Seating Terms and Conditions](#), and the [Standard Seat Selection Terms and Conditions](#).

### Where do I go for more information?

For more information on the Economy X, Preferred Seat or Standard Seat products, please refer to the [Virgin Australia website](#) or your Global Distribution System for fare rules. Alternatively, please contact the Virgin Australia Industry Support Team or your Virgin Australia Account Manager.