

Supporting our Agency Partners



We're on a mission to bring new and uplifting experiences to our guests and agency partners, and we are committed to providing you with exceptional service and support to meet your needs. Whether you need to talk to one of our experienced team members or need support with one of our products and services we are here to help.

Speak to one of our friendly team members



Virgin Australia Agents Helpdesk

Experienced technical support and advice 7 days a week.

- Clarification of Policies
- Technical assistance
- GDS troubleshooting
- Ticketing, fare & pricing queries
- Special assistance & medical requests
- Operational waiver requests
- Refund queries

To find out more call **13 67 37** or email va.agentshelpdesk@virginaustralia.com

Operating hours are Mon-Fri: 5.00am - 11.00pm | Sat-Sun: 7.30am - 6.00pm (AEST)

International agents please refer to our **Industry Support contact list**



Group Bookings

Our dedicated Groups team is here to support you, offering group solutions for 10 or more guests travelling together.

- Flexible terms and conditions
- Competitive fares
- GSO system allowing you to quote, book and manage your groups instantly

To find out more call **13 67 00** or email group.sales@virginaustralia.com

Operating hours are Mon-Fri: 8.30am - 5.00pm (AEST)

After hours support: Mon-Fri: 4.00am - 8.30am, 5.00pm - 11.00pm, Sat-Sun: 4.00am - 11.00pm



Virgin Australia Business Flyer

Technical support and guidance with Virgin Australia Business Flyer bookings. For more information **visit the Information for travel agents** landing page.

To find out more call **1300 246 498** or email businessflyer@virginaustralia.com

Apply for the Virgin Australia Business Flyer program on behalf of your client.

Operating hours are Mon-Fri: 5.00am - 11.00pm | Sat-Sun: 7.30am - 6.00pm (AEST)

Jump online



Agency Hub

Dedicated site for our Travel Agency Partners

- Policies, Guides & Clue cards
- Apply for Virgin Australia plating authority
- Trade communications
- Access Sales collateral

To find out more visit **Virgin Australia Agency Hub**



Virgin Australia website

- Information on products and services
- Virgin Australia group policies
- Request a tax invoice
- Complaints and compliments

To find out more visit **virginaustralia.com**

Quick reference guide



ADM & ACM Queries

All ADM disputes and ACM queries should be processed via BSP Link.
For more information **view our ADM & ACM Policy.**



Commission Enquiries

All commission enquires should be referred through to your head office, consolidator or ticket centre.



Corporate Solutions

Discover our range of **corporate solutions for your clients.**

To find out more about our business travel solutions, **complete this form**, and one of our account representatives will contact you.



Register for access to our Group Booking Tool

To request access to our **Group Sales Optimiser (GSO) please register.**

Find details on our GSO tool, including how-to guides, **on our Groups page.**

Have feedback?

Your feedback is important to help us deliver a great experience for our Travel Agency Partners.
Please **send through your feedback** to us.



National Travel Industry Awards 2023 Winner

Most Popular Airline - Online

Thanks to all our valued trade partners for their ongoing support

