

Virgin Australia is part of a very big family, the Virgin Group. Conceived in 1970 by Sir Richard Branson, the Group has become one of the most highly respected global brand names of the 21st century.

Since the establishment of its first company, Virgin Records, Virgin has created more than 300 branded companies worldwide, employing approximately 50,000 people, in 30 countries. These companies operate in sectors ranging from mobile telephony to transportation, travel, financial services, media, music and fitness and, of course, the soon to be launched space tourism operation, Virgin Galactic.

The Virgin Group believes in making a difference and stands for the principles of value for money, quality, innovation, fun and a sense of competitive challenge. It delivers a quality service by empowering its employees and facilitating and monitoring customer feedback to continually improve the customer's experience through innovation.

We share these values and are determined to become the airline of choice for corporate and leisure travellers alike.

Reducing our footprint at 35,000 feet

We committed to a target of net zero emissions by 2050 in November 2021 and we continue to actively build out our wider sustainability strategy. This includes modernising our fleet, continuing to identify and implement operational efficiencies, further reducing ground emissions, improving our waste management, and using alternative fuels where commercially viable.

Aviation by its very nature involves constant movement. We are conscious of the responsibilities this creates, and we strive to be diligent and thoughtful about our environmental impacts when it comes to sustainability.

Virgin Australia's Fly Carbon Neutral program enables guests to offset the carbon emissions associated with their flights. This program was the first government-accredited carbon offsetting program in the world when it was certified in 2007 under the National Carbon Offset Standard (NCOS), now Climate Active. Since then, more than four million guests have chosen to offset their travels. In FY22, approximately 25,000 tonnes of carbon emissions were offset through the guest program.

We source carbon credits from high-integrity projects that eliminate or avoid emissions. These include the Tasmanian Land Conservancy's New Leaf Project and other nature-based projects.

1. Turn your weekly shop into your dream Christmas holiday

Every shop you make from today onwards could earn you Velocity Points when you transfer points from Flybuys. With the average grocery bill roughly adding up to \$200 a week, why not

get Points out of it? We've partnered with Flybuys so you can earn Velocity Points by transferring Flybuys points to Velocity³. You can transfer manually or turn on Auto Transfer and let us do the work for you. Each time you collect 1,000 Flybuys points they'll be automatically transferred into 500 Velocity Points.

Pro tip: Earn Flybuys points with 21 other partners including Coles, Officeworks, Bunnings, and First Choice Liquor Market.

2. Don't drive past those Velocity Points at your next refuel

You can shop around for the lowest 7-Eleven petrol price, lock it in and redeem within 7 days at any 7-Eleven station with the Fuel Price Lock, all from the handy My 7-Eleven app. Then, you can earn Velocity Points on eligible purchases when you scan your Velocity linked My 7-Eleven app at the checkout⁴.

3. Take up a Velocity Points-earning credit card

Did you know a Velocity Points-earning credit card⁵ is one of the easiest ways to build your Points balance? As you spoil your loved ones this Christmas, spoil yourself at the same time and earn Points for each dollar you spend on eligible purchases with your Velocity credit card. And while it's a major social faux pas to "double dip" in the cob loaf at your neighbour's Christmas drinks, there is one type of double dipping that we do encourage... a Velocity Points double dip!* Use your Velocity Points-earning credit card when spending with our partners and you could be earning Points twice for one purchase. The more Points you accrue, the closer you'll find yourself to your next holiday. What better gift to give yourself this festive season?

4. Gifts for loved ones, Points for you!

Earn points on your Christmas shopping via the Velocity e-Store⁶. With 300+ retailers from Apple to Nike, Country Road to Baby Bunting and department stores including Selfridges, David Jones to Myer, just sit back, relax and shop as you do. Save these dates Black Friday, 25 November and Cyber Monday, 28 November where you can earn extra bonus Points while you shop the sales. If you're paying with a Velocity Points earning credit card, double dipping on Points is a must.

5. A wine-derful time of year

From Christmas dinner to a BYO for a mate's gathering or family BBQs, Velocity Wine Store⁷ is your one-stop shop for all your drinking needs this Silly Season. Save some money and use your Velocity Points to stock up, or spend and earn Points towards your next holiday. We've got Points on tap right here at the Velocity Wine Store.

There you go! Five ways to bank your Velocity Points for Christmas. All it takes is a little change to where and how you make your everyday purchases. To track how your Christmas Velocity Points are going 24/7, download the Velocity app.

From lounge access, status hacks, to rewarding yourself to a dream air fryer – here's the real perks of Family Pooling your Velocity Points.

It pays Points & Status Credits to be a parent - You can link the whole household (up to 6 family members living at the same address) and choose to automatically pool the kid's Points or Points & Status Credits into one account to help fund the adults-only holiday. Winning!

Get Lounge access sooner - By choosing to pool Status Credits as well as Points, you can accelerate your Status journey to Gold or even Platinum. Say hello to Virgin Australia Lounge access before flying (and a world of other Status perks).

Hack your significant others' Status - You can hack your partner's way to Gold or even Platinum Status if your household keeps pooling Status Credits into your account once you reach Platinum. You just need to collectively earn 500 Status Credits over the 800 required maintain Platinum for the next year (so a total of 1,300) to then gift Gold Status to your partner! If you earn another 500 (1,800 in total) then you can upgrade them to Platinum Status.

Fly, shop, or tipple - Use your freshly flush Velocity Points balance on Reward Seats with Virgin Australia, an air fryer on the Velocity Reward Store, or even buy some tipple at the Velocity Wine Store.

Share the love with Points - It's a bit like Christmas re-gifting. You can also manually transfer any excess Points earned from Family Pooling to another adult member of your household. This can be done up to four times per membership year increments between 5,000 & 125,000 Points.

1. It's free!

Seriously. It's totally and completely 100% free to join. No loopholes, no tricks. Unlike other Frequent Flyer programs that ask you for fees up front, we don't want anything from you. You can get all the benefits of being a member without dropping a cent on joining fees or ongoing membership fees. Just sign up and away you go.

2. You don't even have to set foot on a plane to earn Velocity Points? Really?

Jetsetter, schmetsetter. Velocity Frequent Flyer isn't just for frequent flyers, not by a long way – you can earn Velocity Points doing virtually anything. Paying your bills on your phone while watching TV on the couch? Have some Velocity Points! Doing a spot of online shopping when you should be working? You'll not only get your packages in the mail, you'll also get a nice little inject of Velocity Points. Procrastinating writing out your weekly grocery shop list? Link up your Velocity membership to your flybuys account^ and we'll bet you'll be jotting it all down and racing off to the supermarket knowing it could get you closer to over 600 destinations. Of course if you're not ready for a holiday to any of those 600 destinations just yet, you can use your "hard earned" Velocity Points to stock up on wine, or drop them on products or gift vouchers (or both) via the Velocity Rewards Store.

You can even earn Velocity Points while you're actually on your holiday, like some kind of Velocity Points inception. Stay with one of our hotel partners and you can either earn Velocity Points directly or turn any reward points you pick up from Shangri-La Golden Circle, Starwood Preferred Guest, Le Club AccorHotels, Hilton Honors, Choice Privileges or IHG Rewards Club into Velocity Points* or when you hire a car with Europcar, Hertz or Thrifty.

3. We're not like other programs

We're really not. We have some unique benefits that really set us apart.

Our partnership with Singapore Airlines means you can also transfer Points between Velocity Frequent Flyer and their loyalty program KrisFlyer, making it even easier to redeem Points for the seat you want. Same deal applies for any eligible credit card reward points that might be collecting dust. If they're with one of our credit card partners, just say 'abracadabra alacazam' (jokes, you actually need to hit the transfer button in your online banking) and behold, they'll transform into Velocity Frequent Flyer Points*. Magic.

You can earn Velocity Points faster by putting your kids to work (and by work, we mean coming on a family holiday with you. We're not monsters). Our unique Family Points Pooling benefit lets you collect your kids' (and partner's, if they're cool with it) Velocity Points and Status Credits and pool them to your account after you set yourself up as your family's beneficiary. It's like you're being rewarded for being a good parent – finally.

4. We mentioned our Award-winning reward seats, right?

Oh, no? OK, well here we go: we have award-winning Reward Seat availability. While that means some nice trophies for us, for you, it means if you're more likely to get the seat you want on the flight you want. If you can't find the Reward Seat you're after, you can use your Velocity Points for our Any Seat option, which has extra flexibility so you can book the flights that suit you.

So what are you waiting for? Join Velocity Frequent Flyer now!

Myth 1: You need to fly to be a member

Nope. Absolutely anyone can open a Velocity Frequent Flyer account (provided you reside in Aus, NZ or the Pacific Islands) – even your kids can! And while it's true that flying earns you Velocity Points, so too do a whole lot of everyday activities, from paying your mobile bill to filling up with fuel - or even drinking wine (yes, really!).

You could be bathing in Velocity Points without ever having been on a plane before in your life – although, we really recommend you do try it. Get a window seat. The views are phenomenal.

Myth 2: Your Velocity Points expire before you can use them

Untrue. In actual fact, your Velocity Points only expire when your account is inactive – meaning you don't add to or redeem your Velocity Points – for 24 months. Considering you can earn and

redeem Velocity Points by flying (with us or our partner airlines), credit cards, online shopping or transferring existing points over from other partner loyalty programs, having an inactive account is a pretty tough task, unless you go on a two-year-long expedition to Antarctica.

Myth 3: You can't earn Velocity Points on overseas flights

Fly overseas a lot? Our network of global airline partners (including Singapore Airlines, United Airlines, Qatar Airways and more) means you can earn Velocity Points and Status Credits flying with Virgin Australia and our other partner airlines (on eligible fares of course).^{*} Want to turn your trip to Paris into Velocity Points? Easy. Want some Status Credits on your way to San Francisco? Sure. Just make sure you remember to always add your Velocity membership number to your booking. You can also easily track your Status Credits on the go with the Velocity App.

Myth 4: It takes ages to earn Velocity Points

False. Once you open your Velocity Frequent Flyer account, there are plenty of ways to kick back and watch your Velocity Points pile up. Flying, of course, is a great way to earn Velocity Points, so always make sure you add your Velocity number to any eligible flights you take for work or pleasure. Checking out one of our Velocity Points earning credit cards could also come with a hefty Velocity Points boost and could earn you a number of Velocity Points just for taking up the card (depending on the offer and the terms and conditions of course). Plus, you continue to earn Velocity Points on your everyday spend.[^]

That said, we think the best way to grow your Velocity Points balance is by making incremental changes throughout your day or earning Points doing the things you already do. For example, make sure your Flybuys card is linked to your Velocity account so you can easily transfer the Flybuys points you've earned on your everyday essentials (did someone say points for purchasing toilet paper?) to Velocity^{**}. You can even get Points by ordering a case of wine from the Velocity Wine Store by Laithwaites, get your online shopping fix through the Velocity e-Store... You'll be surprised how quickly it can all add up – and that's a fact.

On-time Performance is a top priority for Virgin Australia

At Virgin Australia we measure our on-time performance as all flights that depart within 15 minutes of their stated departure time. We make no exception for bad weather, air traffic control, delays from suppliers, unscheduled maintenance, consequences of previous delays or other external factors.

On-time Monthly Performance

Like all other Australian domestic carriers and in accordance with industry standards, we report our on-time performance data to the Bureau of Infrastructure, Transport and Regional Economics (BITRE).

We have worked with the Department of Infrastructure and Transport and other stakeholders to agree on a set of rules for reporting on-time performance data. Furthermore, we have asked the Department to conduct regular independent audits of all airlines' data so that the integrity of this important report is maintained.

Virgin Australia Sponsorship

Sponsorship provides Virgin Australia the opportunity to invest in partnerships with organisations, who align with our purpose, values, policies and who make a significant contribution to our community.

Our sponsorship investments provides Virgin Australia the opportunity to give back to our community through partnerships and support to organisations in the below categories:

AFL & AFLW

Australian business and travel industry

Community

Environment & sustainability

Oz Harvest

Virgin Australia is a proud supporter of Oz Harvest, Australia's leading food rescue organisation. We support by donating rescued food from our national lounge network as well as fundraising efforts through our employee network. Helping us in our environmental & sustainability journey.

Bio Energy

Virgin Australia is a member of the Sustainable Aviation Fuel Alliance of Australia and New Zealand (the Alliance), which aims to create a collaborative environment to advance sustainable aviation fuel production, policy, education and marketing in Australia and New Zealand. This is part of our commitment to a target of net zero emissions by 2050. You can find out more about our sustainability approach [here](#)

Our mission

At Virgin Australia we are on a mission to be Australia's most loved airline, which creates uplifting experiences for all. Our strategy is to partner with organisations, who through our investment, can make an even greater difference and contribution to our community.

Apply for a sponsorship or donation

All requests for sponsorships or donations can be submitted via emailing sponsorship.enquiries@virginaustralia.com with your proposal, request and contact details. Please note that due to the high volume of requests we receive each week, unfortunately we are unable to respond individually to each application.

We will be in contact with you within four to six weeks if we wish to discuss your application further. However, if you have not heard from us within six weeks, please note that, regrettably, your request has not been accepted.

Virgin Australia wins Best Cabin Crew for the fifth time in a row, voted among the Top 10 airlines in the world

May 2023: Virgin Australia has been awarded Best Cabin Crew for the fifth time in a row in the AirlineRatings.com 2023 Airline Excellence Awards and named number seven in the Top 10 airlines category.

Judged by editors with over 200 years of combined aviation experience, the Airline Excellence Awards recognises the gold standard in the airline industry with more than 350 airlines considered against a strict criterion spanning passenger comfort, innovation, value and safety.

Virgin Australia tops Canstar Blue's 2022 Domestic Airlines Ratings

December 2022: Virgin Australia recently was the top rated Domestic Australian Airline in Canstar Blue's 2022 Domestic Airlines ratings, scoring five out of five stars in all but one category, including service.

Virgin Australia awarded Best Cabin Crew for a fifth year

July 2022: Virgin Australia Group CEO Jayne Hrdlicka has welcomed the news the airline has been awarded Best Cabin Crew for the fifth year at the AirlineRatings.com Airline Excellence Awards. Virgin Australia was also named as one of the Top 10 airlines in the world, reflecting the judges' views on the airlines that offer the best in comfort, innovation, value and safety for guests.

Virgin Australia wins Best Cabin Crew at the industry-led AirlineRatings.com Airline Excellence Awards

July 2021: Virgin Australia Group CEO Jayne Hrdlicka has welcomed the awarding of Best Cabin Crew for the fourth consecutive year at the industry-led AirlineRatings.com Airline Excellence Awards. Virgin Australia was also named among the top twenty airlines in the world, achieving a seven-star safety rating and demonstrable leadership in innovation and passenger comfort.

Virgin Australia wins two Airline Ratings Awards for 2020

November 2019: Virgin Australia has been awarded Best Cabin Crew, in back-to-back years. Virgin Australia is also recognised as Best Economy Class Airline for 2020 and are named in the global Top Ten airlines.

Virgin Australia voted Best Cabin Crew and Best Economy Class by AirlineRatings.com
November 2018: Virgin Australia has been awarded Best Cabin Crew and Best Economy Class for 2019 by AirlineRating.com. Virgin Australia's redefined travel experience with its Economy X, Premium Economy and standout business class contributed to ranking number five in the Top Ten Airline Rankings.

Make the most of Brisbane's outdoor lifestyle and browse the best markets the river city has to offer.

What is it about a market that makes us adore food we never think of every other day of the week? No matter what's on the menu Monday to Friday, Saturdays are inexplicably all about German sausages, poffertjes, and fried potato spirals on a stick. And in Brisbane, we wouldn't have it any other way. The river city boasts a range of Saturday markets in picturesque locations that will have you kicking off your weekend with a relaxed but happy bang.

Powerhouse Farmers Markets, New Farm

Powerhouse Markets

A Brisbane institution, the Powerhouse Markets have been drawing crowds of locals and tourists alike since it opened in 2000. Jan Powers started this market to offer high-quality products with a deep connection to farmers and primary producers. This is the place for you if you want to speak directly to the person who grew or made the food you're about to eat. Start your morning off with a coffee and breakfast from one of the food vans, offering everything from loaded bagels and burgers to acai bowls and smoothies. Then browse through the array of fresh produce and other delicious treats, including your fresh fruit and veg for the week, artisanal cheeses and smallgoods, and handmade pasta and sourdough bread. And once you're finished shopping, you can spread out a blanket for a riverside picnic at the adjoining New Farm Park. Dogs are welcome, and the market is accessible by bus and City Cat (ferry), and there is plenty of parking around New Farm Park, although it is hotly contested, so you might need to be patient.

Lamington St, New Farm

Free

Hours: 6.00am to 12.00pm every Saturday

West End Markets

West End Markets

One of Brisbane's most vibrant community markets, West End Market calls itself a 'celebration of eclectic diversity, independence and lifestyle', just like the community of West End, itself. West End Markets are all about supporting local businesses, and the market features over 150

vendors, including farm-fresh produce, delicious and international fast food, boutique fashion and handcrafted gifts. A market this size can get busy and chaotic, but there is plenty of room to spread out, and if you get tired, you can always stretch out on the lawn and listen to the live local music under the canopy of the huge Moreton Bay fig trees. The market organisers strongly recommend using public transport, cycling, rideshares or even riding a scooter as the best (and greenest) way to visit. You can also meander along the river walk from the city or from the City Cat (ferry) terminal at Orleigh Park, park on site at Souths Rugby League Club (\$4), or try your luck at the very busy but abundant local street parking (council charges apply).

Address: Davies Park, Cnr Montague Rd and Jane St, West End

Free

Hours: 6.00am to 2.00pm every Saturday

The Village Market, Kelvin Grove

The Village Markets

Kelvin Grove Village is a unique little community created around Queensland University of Technology (QUT), only 3 kilometres from the city. The Saturday markets are a more intimate experience than some of the bigger Brisbane markets, but that's part of their charm. They've been the heart and soul of the village for over 10 years. Featuring art and fashion from local creators, as well as fruit and veg straight from the farmers, great coffee and a selection of international food, the Village Markets are the perfect way to kick off your weekend. Some of the best local live performers will keep you entertained, and you can let your kids run themselves ragged in Victoria Park while you soak up some rays and enjoy your coffee in peace. And if you want to feel great about your contribution to the earth while you shop, know that all the electricity used by the stallholders is offset, with net zero gas emissions.

Cnr Blamey St and Musk Ave, Kelvin Grove

Free

Hours: 6.00am to 1.00pm every Saturday

Bite Markets, Morayfield

Bite Markets

As the name might suggest, Bite Markets is all about delicious food, and they do their best to cater for all tastes. That's no easy task, but they are constantly updating their full flavour line-up, featuring local food creators from the best of South East Queensland. We challenge you to visit and come away hungry – and that includes those with dietary restrictions. There is also live entertainment every weekend, special events and activities to keep the kids entertained. Bite Markets has undergone big changes lately, and is under new management from early November 2022, so if you haven't been for a while, it's well worth another visit. You can also book out one of their private spaces for your next function, and the markets are licensed so you

can indulge in your favourite tippie if you're over 18. Parking is easy, with 600+ free parking spaces available.

24 Nolan Dr, Morayfield

\$3, with children 12 and under free

Hours: From 4.00pm Friday and Saturday nights

Saturday Fresh Market, Rocklea

Saturday Fresh Markets, Rocklea

If you're after the largest variety of fresh fruit and vegetables available anywhere in Brisbane, head to the Saturday Fresh Market at Rocklea. With over 150 stalls offering a selection of quality meats and poultry, fresh cut flowers, breads and baked goods, gourmet and deli lines, and a huge range of indoor and outdoor plants, homewares and lifestyle products, this could be the one place you need to shop all week. And don't forget to stop for a brunch break while you're here – with fresh coffee and a range of international cuisine to enjoy while you soak up the live entertainment. On-site parking is available for \$6. Sorry, your pooch will have to sit this one out, though – the Saturday Fresh Market is a dog-free zone.

385 Sherwood Rd, Rocklea

\$2, with children 15 and under free

Hours: 6.00am to 12.00pm every Saturday

Carseldine Farmers and Artisan Markets

Carseldine Markets

North Brisbane's very own genuine produce, foodie and craft market, the Carseldine Farmers and Artisan Markets showcase the best that South East Queensland has to offer. You'll find traditional and gourmet foods made on the spot, market wares made by passionate growers, farmers, artisans, cooks, designers, bakers, fishmongers, butchers, baristas, and plenty of other creative souls. There's plenty to keep the children entertained, with activities every week, as well as live music and a huge seating area where you can rest and enjoy some of your delicious finds for the day.

133 Dorville Rd, Carseldine

Free

Hours: 6.00am to 12.00pm every Saturday

Manly Farmers Markets

Manly Farmers Markets

Another star from local market legend Jan Powers, the Manly Farmers Markets deliver the perfect package of premium quality products, friendly and knowledgeable stallholders, and one of the most picturesque locations in Brisbane, right on Manly Harbour. Set among the lush greenery of Little Bayside Park, you can wander through the vibrant mini-village while being kept cool by the gentle bay breeze. You'll find the usual farm-fresh fruit and vegetables, of course, alongside fresh bread and baked goods, pantry staples, spices, sustainable seafood and fresh cuts of meat. And if you can't wait until you get home, you can visit a range of food trucks and mobile kitchens offering snacks, meals, coffees and smoothies. Catch a City Cat (ferry) or train to avoid trying to find a street park, if you can.

Manly Harbour Royal Esplanade, Manly (between Cambridge and Cardigan sts)

Free

Hours: 6.00am to 12.00pm on the first and third Saturday each month

Eat Street, Northshore

Eat Street Markets

Located halfway between Brisbane city and the airport on a disused wharf over the Brisbane River, Eat Street Markets are a culinary adventure sure to satisfy your taste buds and keep you entertained. The site is huge, covering several hectares of land, and repurposing 180 recycled shipping containers. Eat Street is a truly unique experience well worth having. You'll find over 70 vendors, including five themed bars, eclectic shops and micro-restaurants offering tasty treats from six continents. The entertainment is always a highlight, with a eclectic rotation of musicians, comedians, dancers and DJs – among others – lined up to keep you amused while you eat and drink the evening away. There are over 1400 car spaces, and the site is a little fiddly by public transport, so driving is your best bet.

221D Macarthur Ave, Hamilton

\$5, with children under 13 free. No entry fees apply for carers accompanying a person with a disability. No cash.

Hours: Friday and Saturday 4.00pm to 10.00pm; Sunday 4.00pm to 9.00pm