



## Virgin Australia Airport Lounge Membership Owner Fact Sheet

The Virgin Australia Lounge membership is a benefit that is exclusive to 100 Club members. As a 100 Club member, you are invited to experience all that the Virgin Australia Lounge has to offer at most Australian Domestic airports and selected Australian and New Zealand International airports when travelling with Virgin Australia.

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### General Membership Questions

#### **How Many Virgin Australia Lounge memberships do I receive?**

As a 100 Club member, who is in good standing, you may be eligible to receive one complimentary annual membership to the Virgin Lounge per membership.

#### **Does one Virgin Australia Lounge membership cover both 100 Club members from one Ownership?**

Only one 100 Club member is enrolled formally – the 100 Club member who is enrolled into the Velocity membership (chosen by you via the online Velocity enrolment form) will be enrolled into complimentary Virgin Australia Lounge membership. The secondary 100 Club member can accompany the elected Virgin Australia Lounge member into Virgin Australia Lounges as a guest. The secondary 100 Club member is not able to utilise the Virgin Australia Lounge independently.

#### **Can I visit Virgin Australia Lounges when not travelling with Virgin Australia?**

Access to Virgin Australia Lounges is only available for eligible members and guests travelling on onward domestic Virgin Australia flights, Trans-Tasman Virgin Australia flights and international flights (from Sydney, Melbourne, Auckland, Christchurch and Queenstown) operated by Virgin Australia or one of the carriers listed on Virgin Australia's website [here](#).

#### **Can guests accompany me into Virgin Australia Lounges?**

Virgin Australia Lounge members may invite one accompanying guest to the Virgin Australia Lounge at no charge. Guests do not need to be travelling with Virgin Australia to accompany eligible members into a Virgin Australia operated lounge. Additional guests will be charged \$65 at the lounge reception. Children, under 18 years of age, are welcome in Virgin Australia Lounges, but must be accompanied and supervised by a parent or guardian. Virgin Australia Lounge members can bring up to two children aged 3 to 12 years – in addition to their guest allowance – into the lounge at no cost. There is no charge for infants 2 years of age and under. Additional guests (adults and children over 2 years) over a member's complimentary allowance will be charged the Guest Entry Fee.

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### What if I already have a Virgin Australia Lounge membership?

In the event you already have or receive complimentary access to the Virgin Australia Lounge, a Virgin economy domestic ticket from your nearest capital city will be issued in lieu. If applicable, flights in lieu are limited to 1 ticket per annum, per membership. Virgin Australia flights will be based on the lowest economy class airfare which will include baggage. These flights are strictly limited and will be subject to availability at the time of booking. Value of the Virgin ticket is up to AU\$275 and, if airfare is secured at a lesser rate, there will be no refund of funds for the difference and the balance cannot be used towards an additional airfare. Flight must be taken within 12 months of offer and it cannot be accrued to the following year. Flights must be transacted and booked through Travel by Wyndham. Ticket may be one way or return, as long as the AU\$275 value is not exceeded. Only access to the nominated airport lounge or flight in lieu of that benefit will be issued per Anniversary Year, not both.

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### Virgin Australia Lounge Enrolment

#### How do I receive my complimentary Virgin Australia Lounge membership?

The Virgin Australia Lounge membership is not automatically provided to a 100 Club member upon attaining the tier. To be eligible for the Virgin Australia Lounge membership, a Velocity membership is required. If applicable, you will be required to register for the Velocity membership online (currently free of charge) of your own accord due to privacy reasons before receiving the membership. You can follow the below steps to receive your benefit:

- 1. Join Velocity for free online** - To access your complimentary Virgin Australia Lounge membership, you must be a member of Virgin Australia's frequent flyer program, Velocity. If you are not a member of Velocity, you will be required to register for the Velocity membership online (currently free of charge) at [www.join.velocityfrequentflyer.com](http://www.join.velocityfrequentflyer.com) of your own accord due to privacy reasons before receiving the membership.
- 2. Contact the 100 Club team** - To request your complimentary Virgin Lounge membership, you are required to contact the 100 Club team on 1300 590 611 (AU) and 0800 441 885 (NZ) and provide your Velocity membership number, email address used to register your Velocity membership, address and telephone number.
- 3. Processing** - The registration process is actioned by the 100 Club team. There is a 72-hour processing time to activate your Virgin Australia Lounge membership. NOTE: The email address used to register for your Velocity membership must match the one used to register for the Virgin Australia Lounge membership. If they do not match, this will delay the process.
- 4. Step 4: Membership Confirmation** - Once the 100 Club team have registered you, you will receive an email of confirmation from Virgin Australia which advises you that you will receive your Virgin Australia Lounge membership card in the mail within the next 14 days. If you travel within the 14

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days of your membership card arriving, you can present your Velocity membership card to gain access to the Virgin Australia Lounge, as long as the Velocity membership number was registered on the booking.

### What does a Virgin Australia Lounge membership provide?

The Virgin Australia Lounge membership provides:

1. **Dedicated Check-in** - Members travelling with carry-on baggage only can bypass the queues and check in at the Virgin Australia Lounge. Please ensure you check in at least 30 minutes before your flight departure.
2. **Flight Information and Services** - Large flight information display screens show departures and arrivals information, and boarding announcements are made by Virgin Australia team members.
3. **Complimentary Food and Beverages** - Virgin Australia Lounge offers breakfast, lunch and dinner buffets. At any time of the day, freshly made barista coffee, delicious snacks and cold drinks are available. You also have a choice of boutique premium wines and refreshing ales, available from 11am daily.
4. **Bathroom Facilities** - Shower facilities are available in the Virgin Australia Lounges. Please see a team member at reception or at the service desk for complimentary towels and amenities. Enjoy a little extra luxury with beautiful skincare products available in Melbourne, Sydney and Brisbane bathrooms and showers. Baby change tables and disabled toilet facilities are also available.
5. **Information and Entertainment** - Catch up on the latest news and events with:
  - a. State-of-the-art, high definition flat screen TVs with FOXTEL and free-to-air programs
  - b. Complimentary Wi-Fi access, power and data throughout the lounge
  - c. Australian Stock Exchange (ASX) feeds
  - d. A selection of daily newspapers and the latest business, sport, fashion, leisure and lifestyle magazines
  - e. Complimentary access to 5,000+ newspapers and magazines digitally, from over 100 countries, in 60 languages, through the collaboration between Virgin Australia and Press Reader
6. **Business Facilities and Services** - The Virgin Australia Lounge is the perfect place to catch up on work, or with colleagues. Virgin Australia Lounges offer:
  - a. Arm chair comfort with complimentary Wi-Fi access, power and data
  - b. Informal communal tables and work areas
  - c. Individual workstations and desktop computers with Microsoft Office software

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- d. Local phone calls, and printing, fax and photocopying facilities
  - e. Mobile phone charging facilities in selected lounges
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### **Lounge Operations**

#### **Where are the Virgin Australia Domestic Lounges located?**

Located at Sydney, Melbourne, Brisbane, Perth, Adelaide, Canberra, Mackay, Cairns, Gold Coast, Darwin and Alice Springs domestic airports.

#### **Where are the Virgin Australia International Lounges located?**

Located at Sydney, Melbourne, Brisbane, Gold Coast, Auckland, Christchurch, Wellington and Queenstown international airports.

#### **Are the Virgin Australia Lounges open every day?**

The Virgin Australia Lounges are open seven days a week - 60 minutes prior to the first flight departure, until the last flight is called for boarding.

#### **How do I contact Virgin Australia Lounge directly?**

For Virgin Australia Lounge enquiries, you can contact the Guest Contact Centre on PH: 13 67 89 during business hours Monday to Friday, or email [the.lounge.guest.enquiry@virginaustralia.com](mailto:the.lounge.guest.enquiry@virginaustralia.com)

#### **Where do I view the Virgin Australia Lounge Terms and Conditions?**

You can visit [www.virginaustralia.com](http://www.virginaustralia.com) to view Virgin Australia Lounge terms and conditions.

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### **Virgin Australia Lounge Renewal**

#### **Is the Virgin Australia Lounge membership automatically renewed?**

Yes, as long as you retains your 100 Club status.

#### **How is the Virgin Australia Lounge membership automatically renewed?**

Virgin Australia Lounge emails a renewal notification to Travel by Wyndham for each member, 30 days prior to the expiry date. Travel by Wyndham will confirm that you have retained your 100 Club status and then process the renewal online.

#### **How will I know that my Virgin Australia Lounge membership has been renewed?**

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Once renewed, you will receive an email from Virgin Australia Lounge to advise.

### **Can I change the member name on my Virgin Australia Lounge membership?**

Once the original Virgin Australia Lounge membership is executed, the name of membership cannot be transferred to any other party.

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