

Virgin Australia – Update on New Zealand Services



Virgin Australia has welcomed the New Zealand Government's decision to establish quarantine-free travel between New Zealand and Australia, providing a boost of confidence for travellers looking to reunite with family and friends and do business across the Tasman.

While the sale of most Virgin Australia services between Australia and New Zealand have been suspended until 31 October 2021, the airline will continue to make available for booking limited flights to and from Queenstown from 18 September 2021.

Virgin Australia are working with Air New Zealand to provide impacted guests with alternative flight options and Virgin Australia or your Travel Management Company will be in contact directly with any effected guests.

In all cases, options to select new travel dates with Virgin Australia or obtain a refund to the original form of payment are being made available. If a Future Flight credit was used to purchase a ticket on an impacted service the ticket may be held as a Future Flight credit. Please note that all re-bookings to Air New Zealand services must be completed by 9 May 2021.

Virgin Australia ask that in order for their teams to effectively notify and communicate with guests about their travel experience, it's crucial that the phone and email contact information of the travelling guest is provided in the booking.

New Zealand remains a key part of their short-haul international network and they look forward to re-entering the Trans-Tasman market later this year.

Source: Virgin Australia

Travel Solutions

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