

## About Economy X, Preferred Seats, Standard Seats

**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 also offers 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](#).

**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.

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

**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.

## Frequently Asked Questions

***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 Seats are 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 Seating** - 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 free of charge (FOC) for Economy 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).

***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 are not 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 types of bookings, please contact the Virgin Australia Industry Support on 136 737 who will assist you with this request.



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

**A.**

- 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 of 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 the 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 online. Points and Pay is not available for paid seat purchases.

***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 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 Beyond member, the seat will not be free of charge (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 Manage My Booking 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 BSP Link. 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 Seating 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.

