

**Q. How do I book flights to/from Bundaberg, Gladstone, Moranbah and Port Macquarie?**

A. Flights can be booked via the Virgin Australia website ([www.virginaustralia.com](http://www.virginaustralia.com)).

**Q. What are the fares for flights to/from Bundaberg, Gladstone, Moranbah and Port Macquarie?**

A. The fares are as listed on the Virgin Australia website ([www.virginaustralia.com](http://www.virginaustralia.com)).

**Q. What aircraft is used on these services?**

A. All services will be on jet aircraft – a 80 seat Fokker 70. Jet services to Moranbah are subject to consultation with Isaac Regional Council and BHP Billiton Mitsubishi Alliance.

**Q. When does Alliance take over these routes?**

A. The Alliance services will commence on 17 July 2017\*. Bookings before this date and afterwards will continue to be made through Virgin Australia so the transition will be seamless for passengers.

\*Moranbah are subject to consultation with Isaac Regional Council and BHP Billiton Mitsubishi Alliance

**Q. I have an existing booking with Virgin Australia for travel after 17 July – what will happen?**

A. Virgin Australia will be in contact with affected customers to reaccommodate them on the Alliance services.

**Q. Will cabin and checked baggage requirements be the same as Virgin Australia?**

A. Yes, Virgin Australia's carry-on and checked baggage allowances apply to these flights.

**Q. Will I still earn Velocity Points and Status Credits?**

A. Yes, on all VA-marketed flights, guests can earn Velocity Points and Status Credits, and enjoy the benefits of their Velocity membership.

**Q. Will Velocity Platinum and Gold members have access to Virgin Australia lounges?**

A. Yes, Velocity Platinum and Gold members will have access to Premium Entry and the Virgin Australia lounge at Brisbane Airport.

**Q. Will Velocity Platinum, Gold and Silver members have an increased checked baggage allowance?**

A. Yes, Virgin Australia's usual baggage allowances are available for Velocity Platinum, Gold and Silver members.

**Q. If customers have a connecting flight booked through Virgin Australia, will they be checked through to their final destination?**

A. Yes