

American Express®
Velocity Platinum Card Benefits
Terms and Conditions

Effective from 19 August 2021



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Lounge Pass

American Express Velocity Platinum Card Lounge Pass Conditions

1. Virgin Australia lounge is owned and operated by Virgin Australia Airlines Pty Ltd in selected domestic airports in accordance with Virgin Australia lounge Terms and Conditions, available at www.virginaustralia.com/lounge and as amended from time to time. You must be a member of the Velocity Frequent Flyer program to be eligible for Virgin Australia lounge passes.
2. Two complimentary single entry passes to the Virgin Australia lounge at selected airports will be activated on the Primary Card Member's Velocity membership each year. A year is defined as the period starting on the date on which the applicable Card Account is opened by American Express (anniversary date) and expiring on the day before the anniversary date each year thereafter. The complimentary single entry passes to the Virgin Australia lounge cannot be carried forward to any subsequent year.
3. Each complimentary single entry pass to the Virgin Australia lounge is valid for 12 months for a single visit by one guest and cannot be renewed once expired.
4. Virgin Australia lounges can be accessed when travelling on an onward domestic flight with Virgin Australia. Access to Virgin Australia lounges is not available when travelling internationally with Virgin Australia. Certain Virgin Australia guests and Gold Velocity members may be eligible to access the lounges of Virgin Australia and Velocity Airline Partners when travelling internationally. Premium Economy and Business fares travelling with Virgin Australia international short haul include access to lounges in Christchurch and Wellington international terminals. Please visit www.virginaustralia.com/lounge for more information, including current lounge locations.
5. You may access Virgin Australia lounges a maximum of two hours prior to your Virgin Australia flight's scheduled departure time.
6. To redeem your complimentary single entry pass to Virgin Australia lounges you must present your Velocity membership card together with your flight itinerary or boarding pass for onward domestic travel with Virgin Australia.
7. Entry of Members, Guests and Single Entry Visitors is at all times subject to space availability.
8. Complimentary single entry passes to Virgin Australia lounge are valid for Virgin Australia owned and operated lounges only and are not valid for partner airlines' lounges or associated lounges, and are subject to Virgin Australia lounge terms and conditions. For more information on the terms and conditions governing all aspects of the Virgin Australia lounge, please refer to www.virginaustralia.com/lounge
9. Complimentary single entry Virgin Australia lounge passes are not redeemable for cash or other services provided by Virgin Australia Airlines Pty Ltd, and must not be sold in any way.
10. Complimentary single entry Virgin Australia lounge passes are not transferable, but may be used to enable other people (who are travelling with you) to gain access to the lounge.
11. Lost or stolen passes for Virgin Australia lounge will not be replaced.

12. Please allow up to 10 business days after your American Express Velocity Platinum Card activation or American Express Velocity Platinum Card anniversary date for your complimentary single entry Virgin Australia lounge passes to be processed on to the Primary Card Member's Velocity membership.
13. Complimentary single entry Virgin Australia lounge passes will be activated on the Velocity membership card associated with the Velocity membership number held by American Express in relation to the Primary Card Member.
14. American Express Velocity Platinum Card Members can check the status of their complimentary single entry Virgin Australia lounge passes online by logging in to their Velocity Account at www.virginaustralia.com/velocity

Domestic Return Flight

American Express Velocity Platinum Card Domestic Return Flight Conditions

1. By keeping or using your American Express Velocity Platinum Card, you are agreeing to these Domestic Virgin Australia Return Flight Conditions.
2. In these Domestic Return Flight Conditions:
 - *American Express* means American Express Australia Limited (ABN 92 108 952 085)
 - *Virgin Australia* means Virgin Australia Airlines Pty Ltd ABN 36 090 670 965
 - *you and your* means the Primary Card Member holding an American Express Velocity Platinum Card Account
 - *Flight* means a Virgin Australia domestic non-stop return flight in Economy class between two selected Australian cities
 - *Card* means the American Express Velocity Platinum CardOther expressions which are used in these Domestic Return Flight Conditions that are not defined here have the same meaning as in the Points Terms and Conditions, enclosed with this booklet.
3. Flight is available for booking by eligible Primary Card Members holding an American Express Velocity Platinum Card Account.
4. Eligibility:
 - (a) You are entitled to one Domestic Return Flight in Economy class per year of Card Membership after your first eligible Card spend. A year is defined as the period starting on the date on which the applicable Card Account is opened by American Express (anniversary date) and expiring on the day before the anniversary date each year thereafter. Your Flight must be booked before the end of the year of Card Membership. Flight benefits cannot be carried forward to any subsequent year.
 - (b) To qualify for a Flight, your Card Account with American Express must be in good standing.
5. Subject to applicable laws, Virgin Australia and American Express reserve the right to change these Domestic Return Flight Conditions or the offer of Flights from time to time without prior notice, including but not limited to the right to charge fees for Flights or to stop offering Flights. American Express will inform you of any changes to these Domestic Return Flight Conditions.
6. You may book your Flight in the name of another individual, but not for an unaccompanied minor.
7. Each flight must be a non-stop Virgin Australia operated flight, booked in Economy fare classes "T" or "Q". The Flight is valid for return bookings on a single Flight itinerary (PNR), the Flight cannot be separated into two one-way bookings. Should a one-way Flight be processed at the time of the Flight booking, the return Flight will be forfeited.
8. Flights are offered between a Departure City and one of its corresponding Arrival Cities, please visit americanexpress.com/australia/campaigns/velocityplatinumflightmap for details.
9. All Flights are subject to availability and neither American Express nor Virgin Australia guarantee that seats or tickets will be available on the dates or at the times you may wish to fly. Seat availability may be limited to certain dates and/or flights and it may be more difficult to book seats around public holidays, school holidays or special events.

10. All travel is subject to the Virgin Australia Fare Conditions and Virgin Australia Conditions of Carriage as amended from time to time. No Velocity Points or Status Credits will be awarded for travel on these Flights and Flights will not be eligible for upgrades using Velocity Points. View the full Virgin Australia Terms and Conditions of Carriage at www.virginaustralia.com/TermsandConditions/index.htm
11. Tickets for Flights may not be sold, transferred, endorsed, exchanged for cash or refunded (except as provided under the Australian Consumer Law). This Domestic Flight Offer may not be combined or taken with any other promotion, discount, negotiated or corporate rate.
12. To redeem your complimentary flight go to www.compflight.virginaustralia.com and log in with your Velocity Frequent Flyer membership details.
13. You are responsible for ensuring the details of your flight booking are correct. Replacement flights will not be provided for flights booked as one-way or on the incorrect dates and times. After a Flight has been booked, no route changes or cancellations are permitted. If you wish to change the time and/or date of a booked Flight, contact Virgin Australia by calling 1300 153 006 from within Australia or +61 7 3119 7006 from overseas. Time and/or date changes to a booked Flight are permitted up until the scheduled Flight departure (no changes will be permitted after this time). Fees associated with changes to Flight bookings are at Virgin Australia's discretion. You will be charged for each change to your Flight booking, fees which are payable at the time of making the change are as follows:
 - (a) The standard Virgin Australia Guest Contact Centre Change Fee of AUD40.00 including GST per person per ticket shall apply, but this may change without notice from time to time;
 - (b) The difference between the ticketed fare value and the fare for the new booking plus any applicable taxes, fees and surcharges.
 - (c) The Airfare Reissue Fee of AUD80.00 including GST per person per ticket will apply for all changes made inside of 13 days of the scheduled Flight departure. For changes made 14 days or more prior to the scheduled Flight departure, the Airfare Reissue Fee will not apply.
14. American Express does not own or operate any airline or aircraft. American Express is not liable for service deficiencies on the part of airlines or other service providers, including but not limited to: accidents, injuries, infections and illnesses; delays and diversions; changes in routes or itineraries; loss, theft or damage to possessions.
15. American Express reserves the right to refuse Flight benefits where there is reasonable suspicion of attempted or actual fraud or misuse of your Card. If you obtain a Flight benefit to which you are not entitled, you agree to pay American Express the normal fare for that Flight plus all applicable surcharges, fees and taxes.
16. These Domestic Return Flight Conditions are governed by the laws of New South Wales.

American Express Velocity Platinum Status Credits

100 Velocity Frequent Flyer Status Credits will be awarded when you spend a minimum of \$50,000 (on Eligible Spend) within your membership year. Membership year means 365 days from the anniversary date of your American Express Velocity Platinum Card.

Eligible Spend does not include cash type purchases on a Card, for example travellers cheques and foreign currencies or any interest, fees or charges (including late payment or dishonoured payments) charged to the Card account. Please allow up to 2 weeks after you meet the minimum spend requirement for the Velocity Frequent Flyer Status Credits to be credited to your Velocity account.

In addition to Status Credits, Velocity members need to fly on Virgin Australia marketed flights to earn Eligible Sectors to upgrade or maintain a level of membership. To find out more about the Status Credit and Eligible Sector requirements for Velocity membership levels please visit [www. velocityfrequentflyer.com/content/Status](http://www.velocityfrequentflyer.com/content/Status).



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