

Virgin Australia Gift Voucher Frequently Asked Questions

Q. How does the \$129 Virgin Australia Gift Voucher benefit work?

A. Virgin Australia Velocity Flyer & High Flyer customers can enjoy a \$129 Virgin Australia Gift Voucher, each year. Cardholders need to make a retail purchase within 2 months prior to requesting a voucher to unlock the benefit, as well as check that they meet all other eligibility criteria before making a request. Gift Vouchers can be used when booking Virgin Australia flights on any fare type (including Sale fares) or selected Virgin Australia Holidays' packages anytime within 6 months of voucher issue date. Vouchers can be requested easily online at virginmoney.com.au/giftvoucher and will be delivered via email, from the sender postmaster@giftvouchers.com. Gift Vouchers are not cumulative and expire each year.

Q. Where do I request my \$129 Virgin Australia Gift Voucher?

A. You can request your Gift Voucher at virginmoney.com.au/giftvoucher.

Q. Is there anything I need to do before requesting my \$129 Virgin Australia Gift Voucher?

A. Yes. Before requesting your voucher please:

- ✓ Check that your account details are up-to-date and accurate. To do this visit Virgin Money Online at my.virginmoney.com.au and go to the 'My Profile' and the 'Rewards & Offers' sections. For more information on how to view and update your details take a look at our [How-To Guide](#)
- ✓ Read and understand the Voucher Benefit [Terms and Conditions](#) and eligibility criteria.

Q. Am I eligible for a \$129 Virgin Australia Gift Voucher?

A. You're eligible to request a \$129 Virgin Australia Gift Voucher if you meet the following criteria:

- ✓ You're a Primary cardholder of an open and activated Virgin Australia Velocity Flyer or High Flyer credit card
- ✓ You're within the 'eligibility period':
 - For new customers in your first year, 30 days have passed since your account opened date (from this point, you then have a full 12 months until 30 days past your next anniversary to request your Gift Voucher)
 - For existing customers in years 2 onwards, 30 days have passed since your account anniversary date (from this point, you then have a full 12 months until 30 days past your next anniversary to request your Gift Voucher)
- ✓ You have not successfully requested a Gift Voucher in this anniversary period
- ✓ You have made at least one retail purchase on your card in the 2 months prior to requesting your Gift Voucher
- ✓ Your Account is not in default or temporarily blocked as described in the Virgin Money Credit Card Terms and Conditions
- ✓ The details you enter when requesting your Voucher match the details we have on file.

Q. Are Additional Cardholders eligible for the \$129 Virgin Australia Gift Voucher?

A. No, the Gift Voucher benefit is only available to Primary cardholders on an account.

Q. What happens if I have a block on my account, or it has recently been blocked?

A. If your account has recently been blocked or temporarily blocked for any reason, once the block is resolved and lifted from your account you will need to allow up to 10 business days for the change to take effect in our system before being able to successfully request a Gift Voucher.

Q. What is my account opened date?

A. Your account opened date is the date that you first became a Virgin Money credit card customer. If you're unsure of your account opened date, give us a call on [13 37 39](tel:133739).

Q. What is my anniversary date?

A. Your anniversary date is the annual anniversary of your account opened date and falls every year that you remain a customer. For example, if your account opened date was 1 January 2016, your anniversary date in year 2 would be 1 January 2017. If you're unsure of your anniversary date, give us a call on [13 37 39](tel:133739).

Q. Does my account opened date or anniversary date change when I upgrade?

A. No. Your account opened date remains the same even when you upgrade your card. Your anniversary date also remains unchanged.

Q. Does my account opened date change if I have closed and re-opened my card?

A. Yes, however for Gift Voucher eligibility, your account opened date is the date that you first became a Virgin Money credit card customer. So if you have closed and reopened a card, your Gift Voucher eligibility is determined using your original account's open date. If you're unsure of your account opened date, give us a call on [13 37 39](tel:133739).

Q. If I hold both a Virgin Australia Velocity Flyer & High Flyer card am I eligible for two \$129 vouchers?

A. Yes. You are eligible for two \$129 Virgin Australia Gift Vouchers. However, please note that you will need to call [13 37 39](tel:133739) to request your second voucher.

Q. Why was my Gift Voucher request rejected?

A. Your voucher may have been rejected for multiple reasons, including:

- ✓ The details you entered into the request form did not match the details in your credit card customer account. For more information on how to view and update your details take a look at our [How-To Guide](#).
- ✓ You did not meet the Gift Voucher eligibility criteria.

Q. Does the Gift Voucher have an expiry date?

A. Yes, the vouchers have a 6 month validity period. Once requested you will have 6 months to use your Gift Voucher before it expires. Extensions to the 6 month validity period are not allowed.

Q. If I don't request or use my \$129 Virgin Australia Gift Voucher, does it carry over to the next year?

A. No, unused vouchers will not carry over or accumulate each year. You are entitled to one Gift Voucher per year.

Q. How will I receive my Gift Voucher?

A. Your Gift Voucher will be delivered via email, and arrive from the sender: postmaster@giftvouchers.com. If your voucher doesn't hit your inbox, be sure to check your junk folder as it may be hiding in there.