**Virgin Australia Pets in Cabins FAQs**

## **What is being trialled?**

* The Pets In Cabin trial has been designed to test and validate the Virgin Australia procedures and the airport authority procedures before extending the travel period and rolling this service out across the Australian domestic market

## **What routes are affected by the Pets in Cabin trial?**

* This trial only affects Virgin Australia flights from Melbourne and Gold Coast and Melbourne to Sunshine Coast, and return.

## **When will this start?**

* The initial period will be a trial period/travel period will be 16th October 2025 to 30th January 2026.

## **What pets can travel?**

* Trial is for small cats and dogs only, less than 8kgs including the pet carrier
* Animals must be older than 8 weeks, be up to date with vaccinations and for certain conditions have a valid veterinarian health certificate
* They cannot be a prohibited breed

## **How will it work?**

* Pets must travel in a carrier which meets Virgin Australia’s requirements
* Pets must remain inside their carrier
* There will be a maximum number of four pets per flight

## **Can pets walk on a lead around the airport or cabin?**

* Pets are not allowed to roam around freely, in the airport or on the aircraft.
* Pets are not permitted in the Virgin Australia Lounge, shops or food-serving areas in airports, even when contained in a carrier.

## **Will pets use animal relief areas?**

* Yes, for animal welfare reasons this is necessary. Melbourne, Gold Coast and Sunshine Coast airports have an external animal relief area with sufficient space to accommodate multiple animals at the same time. In addition, Melbourne Airport has an internal animal relief area after security (Terminals 3 and 4).
* Communications to pet passengers will reinforce priority for assistance animals when using animal relief areas and respecting these working animals and their handlers.

## **Will Guide Dogs still have priority?**

* Communications to pet passengers will reinforce priority for assistance animals at security and respecting these working animals and their handlers.
* Pet owners are requested to minimise metal on their pets to avoid delays at screening
* Assistance Animals go through screening first
* Assistance Animals should not be distracted or patted.
* Assistance Animals get priority at relief areas
* Pets are not allowed in the Virgin Australia lounge, but Guide Dog Handlers and their dogs are permitted

## **Will pets be close to my dog in the cabin?**

* Pets will be in carriers and not allowed to roam free in the cabin
* Pet owners will be allocated a specific window seat in rows 18 or 20 on Boeing 737 aircraft with the pet in its carrier being placed under the seat in front of the passenger.
* These are standard economy seats and situated away from exits, toilets, galleys, and row 3 where assistance animals are normally accommodated.

## **Will my guide dog be treated as a Pet in Cabin?**

* No.

## **Will guide dogs still be boarded first?**

No. On flights carrying pets, pets will be boarded first to minimise any possible interaction with a guide dog.

## **Will this affect my journey with my Guide Dog**

* No, our aim is to maintain the same experience for Guide Dog Handlers

## **How can I provide feedback on the Pets in Cabin trial?**

* Feedback to VA can be made via [Complaints and compliments form](https://www.virginaustralia.com/au/en/help/contact-us/feedback/) <https://www.virginaustralia.com/au/en/help/contact-us/feedback/>