

Termination of Virgin Atlantic (VA) and ITA Airways (AZ)'s frequent flyer programme partnership - FAQ's What this means for you

These FAQs are based on current partnership programme rules, which are incorporated here for reference. The information here is accurate as of **08th September 2025** and subject to change. We'll make updates to ensure accuracy and keep you informed along the way.

1. Can I still earn Tier and Virgin Points?

Flying Club members will no longer be able to earn Tier and Virgin Points for travel on ITA Airways after 17th November 2025. If you're flying before then, please make sure your Flying Club number is added to your booking, so you get your points.

2. I flew with ITA Airways before 17th November 2025, but didn't add my Flying Club number to my booking. Can I still claim points?

No worries, you can still claim the points you've earned up to six months after the departure date. You won't be able to claim for flights with a departure date after 17th November 2025. How to claim [Help with Virgin Points](#)

3. I have a ITA Airways flight departing after 17th November 2025 with my Virgin Points, is this still valid?

Yep – you're still good to go. And you can still use Virgin Points to book new Award tickets if the departure date is on or before 17th November.

4. Can I make any changes to my Award flight?

If the departure date is after the 17th November, then there's no changing the Award tickets. But you can cancel for a refund of points - plus taxes and surcharges.

5. Will I still get my Flying Club benefits?

Benefits for Flying Club members travelling on ITA Airways flights will not be available after 17th November 2025. But if you're flying before then, it's all systems go. Gold benefits include: • Extra 23kg baggage • Lounge access • Priority check in and bag drop • Priority baggage • Priority boarding. Silver Benefits include: • Extra 23kg baggage • Priority check in and bag drop • Priority boarding

6. **Does this news affect my benefits with other airlines?**

This is a mutual agreement between Virgin Atlantic and ITA Airways and has no impact on our many other partnerships, within the Flying Club Programme.