

## **Termination of Virgin Atlantic (VS) and Hawaiian Airlines (HA)'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 4<sup>th</sup> April 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 Hawaiian Airlines flights on or after 1<sup>st</sup> July 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 Hawaiian Airlines before 30<sup>th</sup> June 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 on and after 1<sup>st</sup> July 2025. [How to claim](#)

**3. I have a Hawaiian Airlines flight departing after 30<sup>th</sup> June 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 you book before the 30<sup>th</sup> June 2025, for a departure date on or before 28<sup>th</sup> February 2026.

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

If the departure date is on and after the 1<sup>st</sup> July 2025, then there's no changing the Award tickets. But you can cancel for a refund of points - plus taxes and surcharges.

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

This is a mutual agreement between Virgin Atlantic and Singapore Airlines and has no impact on our many other partnerships, within the SkyTeam family and beyond. [Virgin Atlantic partner airlines](#)