

21 May 2021 | [Customer](#) <sup>[1]</sup>

## **Virgin Australia Group statement on Sabre system outage**

<sup>[2]</sup>



### **Comments from a Virgin Australia Group spokesman:**

Virgin Australia was one of many airlines globally to experience an outage with the Sabre booking system.

Sabre, which is a third-party IT system we use for check-in, boarding and flight bookings, is investigating the cause of the outage.

While it has since been resolved, the impacts on our guests were felt right across our domestic network, and on behalf of Virgin Australia, we apologise for the disruption to their weekend travel plans.

We are working closely with Sabre to ensure that necessary measures are taken to prevent these outages from reoccurring.

### **Additional information:**

- More than 30 flights were cancelled as a result of the Sabre system outage on Friday.
- While services on Saturday are largely operating as normal, we have been required to cancel or delay a small number of flights as we work to reposition aircraft and crew across our network.
- Guests who are travelling with Virgin Australia this weekend are encouraged to monitor their flight status on our website.

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