

Virgin Australia Commercial Policy – COVID-19

This policy describes our handling of Guests potentially affected by the worldwide COVID-19 outbreak. As a result, Virgin Australia has issued waiver code **BW000170**. This code may be used to waive change fees and issue credits for those affected who subsequently need to change their travel plans. The waiver code is valid for any guests holding a valid Virgin Australia (795) ticket stock.

This commercial policy will supersede all other Commercial Policies* related to COVID-19 outbreak, the Schedule Change Policy, Standard Disruption Guidelines and the Guest Compensation Policy. The only exception is for bookings that are eligible for a refund as outlined in this policy.

*For bookings impacted by the cessation of services to HKG, TBU & RAR - Please refer to the previously published commercial policies:

- Commercial Policy - Suspension of Services (AKL-TBU-AKL) & (AKL-RAR-AKL)
- Commercial Policy - Suspension of Services SYD-HKG- SYD

Please refer to the information below regarding conditions surrounding this waiver code. Please keep in mind it is a highly volatile and dynamic situation with numerous scenarios and a policy can never cover all eventualities. **This Policy will continue to be updated as the situation unfolds.**

Voluntary booking change and cancellation –

Applies when guests are requesting a change or cancellation of their bookings with a travel date up to 30 June 2020 (inclusive).

CONDITIONS	<p>For all new and existing bookings (all fare types) with a travel date up to 30 June 2020 (inclusive).</p> <p>Please apply the below:</p> <ul style="list-style-type: none"> › Changes permitted on all fare types up until scheduled departure. › New travel dates must be within the ticket validity. › All other rules and conditions of the ticket remain unchanged.
CHANGES	<p>Guest may rebook to another Virgin Australia service with change/reissue fees waived. Fare differences are to be paid for by guest.</p> <ul style="list-style-type: none"> › To the same destination / same cabin - system booking range & ticket validity. › To a different destination /same cabin - system booking range & ticket validity.
CREDIT	<ul style="list-style-type: none"> › All fares (including Getaway and Economy Light fares) will now retain the value of the ticket as credit for 12 months from original issue for travel for a further year (1 year) from ticket exchange date. › If your ticket expires before 31 December 2020 it can be retained in credit until 31 December 2020. › Travel can be booked for system range (331 days) from date of ticket exchange. › Reissue fee to be waived. <p>Note: Partial Credits only apply if fare rules permit and coupons are in sequence (i.e. guests unable to cancel the outbound flight and take the inbound flight).</p>
REFUNDS	<ul style="list-style-type: none"> › Refunds to original form of payment is permissible as per the original fare rules, no waiver of the cancellation penalty is permitted.
NO SHOW WAIVER - UNTIL 8 APRIL 2020	<ul style="list-style-type: none"> › For any trade tickets for travel up to and including 8 April 2020 that have been converted to “used” status as a result of a “no show” due to the Coronavirus outbreak please contact Industry Support 13 67 37 (Australia) or 0800 777 737 (New Zealand) for assistance. Industry Support will validate the request and open the coupon/s to allow a credit for future travel.

COMMERCIAL POLICY

UPDATED 9 April 2020
Version 18



NO SHOW –POST 8 APRIL 2020	<ul style="list-style-type: none">For any customers who no-show from flights operating 9 April 2020 onwards, the no-show conditions as per the fare rules apply.
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Virgin Australia cancellation of services

Applies to cancellations of bookings with a travel date up to 30 June 2020 (inclusive).

CONDITIONS	<p>For all new and existing bookings (all fare types) with a travel date up to 30 June 2020 (inclusive).</p> <p>Please apply the below:</p> <ul style="list-style-type: none">All changes must be made prior to the original ticketed departure (applies to all fare types).New travel dates must be within the ticket validity.All other rules and conditions of the ticket remain unchanged
DOMESTIC & INTERNATIONAL BOOKINGS	<p>Guests are not automatically eligible for a refund.</p> <p>For flights cancelled/suspended/rescheduled by Virgin Australia or VA* (codeshare partners – 795 tickets) the below options can be offered</p> <p>CHANGES</p> <ul style="list-style-type: none">Re-accommodation onto the next available VA or VA* service (waive change fees but charge fare difference).Date & destination changes (waive change fees but charge fare difference). Multiple changes allowed. <p>CREDIT</p> <ul style="list-style-type: none">All fares (including Getaway fares) will now retain the value of the ticket as credit for 12 months from original issue for travel for a further year (1 year) from ticket exchange date.If your ticket expires before 31 December 2020 it can be retained in credit until 31 December 2020.Travel can be booked for system range (331 days) from date of ticket exchange.Reissue fee to be waived. <p>Note: Partial Credits only apply if fare rules permit and coupons are in sequence (i.e. guests unable to cancel the outbound flight and take the inbound flight).</p> <p>REFUNDS</p> <ul style="list-style-type: none">Refunds to original form of payment is permissible for bookings where permitted by the fare rules only, no waiver of the cancellation penalty is permitted.Refunds must not automatically be processed where not permitted by the fare rules. Refunds processed outside of the fare rules will be subject to an Agency Debit Memo.Agents can submit queries to Virgin Australia's Online Feedback form. However, given the circumstances, we are not able to guarantee response times. <p>SUSPENSION OF PARTNER AIRLINE FLIGHTS</p> <p>If a partner airline (795 ticket) suspends flights to certain affected destinations because of COVID-19 please rebook as per this Policy.</p>
ANCILLARIES	Virgin Australia Ancillaries to be refunded back to Original Form of Payment.

For further updates or more information, please contact our Virgin Australian Industry Support team on 136 737 (Australia) or 0800 777 737 (New Zealand).