

## Future Flight Credit Frequently Asked Questions

### Credits

#### **Q: What is a Future Flight credit?**

##### **A.**

- Conditional credits have been replaced with new Future Flight credits. Future Flight credits provided to customers / clients include any valid Conditional credit, credits (unused tickets) that were valid as at 20 April 2020 and any credit issued after 21 April 2020 (both voluntary and involuntary cancelled) where the ticket was issued prior to 20 April 2020
- Future Flight credits are credits where new tickets can be issued against any Virgin Australia operated flight and any cabin irrelevant of the original ticket (both Origin/Destination and cabin)
- For the purposes of this FAQ a credit refers to an unused ticket, and a Future Flight credit refers to an unused ticket which is subject to the Future Flight credit Terms of Use

#### **Q: What is an unused ticket (credit)?**

##### **A.**

- An unused ticket is where all flights have been cancelled from the PNR (either by the customer/client or the airline) and can be held in open status as a credit to use as payment toward a new booking
- An unused ticket (credit) is applicable to tickets issued on or after 21 April 2020 and is held in open status
- Use of the unused ticket is subject to the original fare rules and any associated commercial policy. The ticket coupons of an unused ticket will be in an open status

#### **Q: What are the specific conditions that apply to the Future Flight credit?**

##### **A.**

- Flights can be booked for travel anywhere on the Virgin Australia network (Applicable to travel on Virgin Australia Operated flights and Alliance Airlines Operated flights (BNE to/from GLT,BDB,PQQ) only (No other codeshare or Other Airline Operated flights). This includes future services Virgin Australia may operate as the travel market recovers and more destinations become available
- Flight bookings using Future Flight credits are subject to seat availability within the fare class available for Future Flight credits on the flight selected. If applicable, payment of any fare differences, taxes and applicable fees and charges may apply. Refer to the current commercial policies
- Flight ancillaries can be issued via EMD using the Future Flight credit.
- Tickets must be issued by 31 December 2023 with travel completed by and inclusive of 31 December 2023 (unless extended by Virgin Australia). Where tickets have not been issued by the 31 December 2023 credit will be forfeited
- Use of Future Flight credit is subject to the Future Flight credit Terms of Use, in addition to Virgin Australia's Conditions of Carriage and the applicable fare rules. However, please note that some fare inclusions are currently varied as a result of the COVID-19 pandemic, including the onboard catering offering

#### **Q: I have an unprocessed booking cancellation either due to a flight cancellation or a voluntary cancellation by my customer/client. Are they eligible for a Future Flight credit?**

##### **A.**

- If the ticket was issued on or before 20 April 2020, the customer / client is eligible for a Future Flight credit in the form of an unused ticket
- The Future Flight credit can be used as a form of payment against a new booking, booked within the guidelines of the Future Flight credit Commercial Policy located on the [Agency Hub](#)

#### **Q: My customer / client has an existing booking with Virgin Australia where the ticket was issued on or prior to 20 April for a future travel date. What happens if the flight is cancelled?**

##### **A.**

- If the original ticket was issued on or before 20 April 2020 and the flight is cancelled, and Virgin Australia is unable to reaccommodate your Customer / Client onto another flight, they will be eligible for a Future Flight credit

**Q: My customer / client has an unused ticket that was issued on or before 20 April 2020. Are there any changes to the terms of this credit?**

**A.**

- If the ticket was issued on or before 20 April 2020, the credit this has now been replaced with a new Future Flight credit which is subject to Future Flight credit Terms of Use

**Q: I previously requested a refund for my customer / clients' ticket, but my request was declined due to Virgin Australia being in voluntary administration. When you are out of Administration can I request a refund?**

**A.**

- If the ticket was issued on or before 20 April 2020, we are unable to provide a refund. However, if you previously had a Conditional Credit this has now been replaced with a new Future Flight credit which is subject to Future Flight credit Terms of Use

**Q: The ACCC said companies should be giving refunds. Why are you unable to provide my customer / client a refund?**

**A.**

- Because Virgin Australia entered voluntary administration on 20 April 2020, bookings made prior to that date are impacted by the insolvency laws that govern our voluntary administration process. If your client/customer's original booking was on or before 20 April 2020, we are unable to provide a refund. Virgin Australia is now subject to a statutory arrangement with our creditors under Australian law called a "deed of company arrangement". The impact of that deed of company arrangement, when it is completed, will be to extinguish any entitlement to a refund that your client/customer may otherwise have had in relation to your booking, in exchange for a Future Flight credit.
- If you previously had a Conditional Credit this has now been replaced with a new Future Flight credit. You can rebook your Customer/Client Future Flight credits on Virgin Australia-operated services up to 31 December 2023 for travel until 27 December 2023. Bookings using Future Flight credits are subject to seat availability in the fare class available for Future Flight credits on your selected flight and are subject the Future Flight credit Terms of Use which are on the Virgin Australia website

**Q: If my customer/client has already been provided with a refund, credit, compensation, or re-accommodation of any kind, are they also eligible for a Future Flight credit?**

**A.**

- No. If your customer/client has already been provided with a refund, credit (in the form of an unused ticket) where all flight segments were cancelled on or before 20 April 2020, re-accommodation on another flight, or other alternative compensation (including any amounts received from their travel insurance provider), they are not eligible to receive a Future Flight credit

**Q: My client has raised a chargeback application. Will they be eligible for a Future Flight credit?**

**A.**

- If your client has raised a chargeback application, the booking will not be eligible for Future Flight credit while the matter is open. During the application assessment period the status of the ticket will be changed to SUSP. If your client is successful with their chargeback application, they will remain ineligible for a Future Flight credit

**Q: I have a customer with a Tigerair Australia travel credit that was issued. What happens to this credit now?**

**A.**

- Your customers have been issued with Future Flight credit which is now available for use via Travel Bank.
- In the case that we have not received your customers contact details, they would not have received any communication around their Future Flight credits. Please ask that you direct these customers to contact our Guest Contact Centre on 13 67 89 (if calling from within Australia) or +61 7 3295 2296 (if calling from outside of Australia)

**Q: I have requested a refund via BSP link, ASD, ARC and/or directly to Virgin Australia; however, the refund has not been processed. Will the refund be processed?**

**A.**

- If you previously submitted a refund request, which was deemed to be eligible for a Conditional Credit you will have received communication from us advising that all refund will be rejected by Virgin Australia and that your customer is entitled to a Conditional Credit. These customers are now entitled to a Future Flight credit

## **Use of Future Flight Credits**

**Q: Who can use the Future Flight credit?**

**A.**

- Name changes are permitted for tickets issued using a Future Flight credit. However, Future Flight credit cannot be used in conjunction with Velocity Frequent Flyer Points or credits of another person

**Q: Can the Future Flight credit be used with one of Virgin Australia's codeshare/interline partners?**

**A.**

- The Future Flight credit can only be used for services operated by Virgin Australia Airlines. You are not able to book codeshare and interline partners flights including flights operated by Alliance Airlines using the Future Flight credits

**Q: How do I calculate the value of the Future Flight credit?**

**A.**

- There is no change as to how to calculate the value of the unused ticket; please follow your normal processes and the commercial policy

**Q: My customer / client has an unused ticket that was issued on or before 20 April 2020. How can they use this credit?**

**A.**

- Future Flight credits are credits where new tickets can be issued against any Virgin Australia operated flight and any cabin irrelevant of the original ticket (both Origin/Destination and cabin)
- If the new fare is higher than the original ticketed fare, the fare differences is payable including any tax differences
- If the new fare is lower than the original ticketed fare, any residual amount will be maintained in the unused ticket. Refer to the Commercial policy on the [Agency Hub](#) "Retaining Residual"

**Q: I am holding a credit for my customer / client where the original ticket was issued against a private and or corporate discounted fare. How can they use this credit?**

**A.**

- Future Flight credits are credits where new tickets must be issued using a Future Credit fare irrelevant of the original ticketed fare
- Future Credit fares do not apply to private fares or corporate discounted fares. These will continue to be available for sale separately from Future Credit fares

**Q: What happens if I can't find availability on my customers / clients desired flight?**

**A.**

- Bookings using Future Flight credit are subject to seat availability within the fare class available for Future Flight credits
- If the booking class is not available you will need to search a different date range, as it's possible that the seats reserved for Future Flight credits may be sold out for the flight you've chosen

**Q: I can see availability on the flight when I look at the GDS however I can't find availability in U and or I class?**

**A.**

- Bookings using Future Flight credit are subject to seat availability within the fare class available for Future Flight credits

- Please select another date or time if you wish to use a Future Flight credit as payment
- If your Customer / Clients would like to travel on the specific flight where U and or I class is not available, and you can see fares available in other classes, you can choose to pay via another method including unused ticket (credit) that is not deemed as a Future Flight credit

**Q. My original ticket was for an International flight and the reissued ticket is for a Domestic flight. What happens to my original Commission as the Domestic Flight does not provide for commission?**

**A.**

- Virgin Australia is pleased to advise that you will retain the original commission paid to you

**Q: My Customer / Client would like to pool the value of their unused tickets into a Future Flight credit travel bank. Is this possible?**

**A.**

- If you are happy for your Customer / Client to have a Future Flight credit travel bank created for them, you as the owner of the booking/s will need to email [VA.agentshelpdesk@virginaustralia.com](mailto:VA.agentshelpdesk@virginaustralia.com) and provide the following information.
  - o Permission for Virgin Australia to raise a Future Flight credit travel bank on behalf of your customer
  - o Record locator (PNR reference) of all unused tickets wish to place into the Future Flight credit Travel Bank
  - o When authority has been added to the ticket(s) your customer(s) can contact the Guest Contact Centre on 13 67 89 to create their FFC Travel Bank
  - o Guest Contact Centre agents are trained to recognize the ticket remarks and will adopt the appropriate processes to fulfil the request
  - o Please note, where you have issued a non-published ticket only the amount Virgin Australia has received can be credited for use
  - o Once actioned it's important to note that you will no longer have ownership of the booking

## **Ticket Validity Extension**

**Q: I have a ticket which has expired or is due to expire and falls outside of the auto extended ticket validity criteria. How do I extend the validity of my ticket?**

**A.**

- The Future Flight credit policy provides guidance on extending the validity of tickets where the auto extended ticket validity is not applicable and the original credit was valid as at 20 April 2020 and the ticket needs to be extended.

## **Future Credit Fare Brand**

**Q: What is a Future Credit Fare?**

**A.**

- From 22 October 2020, Virgin Australia will introduce a new fare type. The fare type will be made available for use for Customers holding a fully or partially unused Future Flight credit (unused ticket) where the credit was for a valid booking made on or before 20 April 2020. This fare type is called a Future Credit fare

**Q: What are the Fare Conditions of the Future Credit Fare?**

**A.**

- The Fare conditions mostly match Virgin Australia Structural Fare Conditions. However, it is recommended that you refer to the GDS to ensure that you understand the Fare Conditions for the fare that you purchase

**Q. I want to purchase an Economy Future Credit Fare?**

**A.**

- U class is a dedicated inventory class for Future Credit Fares across all of Virgin Australia's Domestic, International Short Haul and trans-Tasman markets
- Fares must be priced against account code FFC20 or FFC99 for accelerate and SmartFLY bookings
- U class must be auto-priced; manual pricing of U class could result in an ADM being issued

**Q. I want to purchase a Business Class Future Credit Fare?**

**A.**

- I class must be booked for any Business class tickets issued for Future Credit Fares and is available across all of Virgin Australia's Domestic, International Short Haul and trans-Tasman markets.
- Fares must be priced against account code FFC20 or FFC99 for accelerate and SmartFLY bookings

**Q: How do I fare quote the Future Credit Fare?**

**A.**

- Fares must be priced against account code FFC20 or FFC99 for accelerate and SmartFLY bookings. If U or I is booked and FFC20 or FFC99 is not used as the account code, either no fare will be returned (in the case of U) or the standard I class fare will be returned in the case of I.
- Tickets issued incorrectly against a Future Flight credit i.e. not using the correct fare and account code will result in an ADM being issued

**Q: Are any private discounted fares available under the Future Credit Fare Brand?**

**A.**

- No private fares will be priced against account code FFC20 or FFC99 for U and I class
- Private fares will continue to remain available for sale outside the Future Flight credit

**Tickets and EMDs issued on / After 21 April**

**Q: My customer / client has an existing booking with Virgin Australia where the ticket was issued on or after 21 April for a future travel date. What happens if the flight is cancelled?**

**A.**

- If the original ticket was issued on or after 21 April 2020 your ticket is subject to normal fare rules and or any commercial policies that may be published on the [Agency Hub](#)

**Q: I have a flight ancillary which was purchased via EMD on or after 21 April. Am I entitled to a refund?**

**A.**

- Normal Terms and Conditions will apply for any ancillaries purchased on or after the 21 April regardless of when the fare was purchased

**Q: I have a ticket which was issued on or after 21 April and would like to request a refund. How do I process the Refund?**

**A.**

- We continue to experience unprecedented times automated refund requests remain disabled. If you have a ticket that is eligible for a refund, please follow the below processes and we will review your request and refund as soon as possible
- BSP Agents: Please process your refund request via BSP Link
- ARC Agents: Please submit your refund via the request form which is located on the [Agency Hub](#)
- ASD Agents: Please process your refund request via ASD

## Group Travel

**Q: My Group Organiser has paid deposit on/ before 20 April as per the group terms and conditions. How will these deposits be managed?**

**A.**

- If deposits have been paid to Virgin Australia and tickets have not been issued, deposits will be held as a Future Flight credit which are subject to the Group terms and conditions and current commercial policy
- Additional terms and conditions will apply to group booking purchased with Future Flight credits in relation to non-refundability

**Q: Tickets have been issued for my group. How will these tickets be managed?**

**A.**

- If the tickets were issued on or before 20 April 2020 and the flights were cancelled either by the Group Organiser or the airline, your Group Organiser is eligible for a Future Flight credit. Additional terms and conditions will apply to group booking purchased with Future Flight credits in relation to non-refundability
- Tickets issued on or after 21 April 2020 will be managed according to the Group terms and conditions and current commercial policy

**Q: Is my Group Booking subject to booking a Future Credit fare?**

**A.**

- There are no changes to the way in which we manage group bookings. While groups do not need to be booked using a Future Credit fare, group bookings are subject to the availability in our group booking class

**Q: Why has there been changes to the Groups Terms and Conditions where a deposit have been received and or final payments have been made on / before 20 April 2020?**

**A.**

- Because Virgin Australia has been in voluntary administration, we are not able to provide refunds for any group booking that were deposited on or before 20 April 2020. The Group terms and conditions have been updated to reflect that customers with these bookings will be entitled to a Future Flight credit

## **Where do I go for more information?**

For more information, please refer to the Virgin Australia website or contact the Virgin Australia Industry Support Team.