



Australian Travel Agent Application Checklist	
PLEASE ENSURE ALL INFORMATION IS PROVIDED BEFORE SUBMITTING APPLICATION	
Virgin Australia Code (Non BSP) (if applicable)	<input type="checkbox"/>
ATAS Accreditation Number	<input type="checkbox"/>
Valid ABN or ACN Number	<input type="checkbox"/>
Valid IATA Number (if applicable)	<input type="checkbox"/>
Directors/Proprietors	<input type="checkbox"/>
THREE Trade References (Credit Applications Only)	<input type="checkbox"/>
Confirmation of Bank Name and Account Number (Australian Direct Debit Service Agreement to completed and signed)	<input type="checkbox"/>
<p style="color: red;">NB applications not accompanied by the agreement will NOT be processed)</p>	



Australian Travel Agent Application for Virgin Australia Account			
APPLICANT INFORMATION			
Please indicate account type: Credit Facility Account <input type="checkbox"/> Credit Card Only Account <input type="checkbox"/> Group Sales Only Account <input type="checkbox"/>			
Please indicate whether this is an application for an: Existing Account <input type="checkbox"/> New Account <input type="checkbox"/> API Account <input type="checkbox"/>			
Virgin Australia Code (Non BSP) if existing account:			
Group / Franchise (i.e. AMEX, NIATA, HWT):			
Applicant's Full Name:			
Business Full Name:			
ABN:		ACN:	
IATA/TIDs Number:		ATAS Accreditation:	
Business Address:			
City:		State:	Postcode:
Postal Address:			
City:		State:	Postcode:
Phone:		Fax:	
E-mail Address for Administrator:			
E-mail Address for Account Statements:			
Type of Business:		How long business established:	
Annual Turnover:			
DIRECTORS / PROPRIETORS			
1.	Name:		Phone:
	Address:		
	City:		State: Postcode:
2.	Name:		Phone:
	Address:		
	City:		State: Postcode:
TRADE REFERENCES (credit facility account only)			
1.	Name:		Phone/Email:
	Address:		
	City:		State: Postcode:
2.	Name:		Phone/Email:
	Address:		
	City:		State: Postcode:
3.	Name:		Phone/Email:
	Address:		
	City:		State: Postcode :

Australian Travel Agent Application for Virgin Australia Account

VIRGIN AUSTRALIA AIRLINES PTY LTD

ABN 360 906 709 65



DIRECT DEBIT REQUEST SERVICE AGREEMENT

DEFINITIONS

Any proposed changes to details set out on the application form (including but not limited to any changes in ownership or directors) the Applicant must notify Virgin Australia in writing no later than 14 days prior to any proposed changes.

The Applicant applies for a Credit Account and confirms that the information provided above is correct and agrees to terms of the Agency Agreement.

The applicant agrees that Virgin Australia may give to and seek from any credit providers named in this credit application and any credit providers that may be named in a credit report issued by a credit reporting agency information about its credit arrangements. The Applicant understands that this information can include any information about its credit worthiness, credit standing, credit history or credit capacity that credit providers are to give or receive from each other under the privacy Act.

The Applicant understands the information may be used for the following purpose:

- To assess any application for credit.
- To notify other credit providers of a default.
- To assess its credit worthiness.

This information provided above is to the best of my knowledge, and belief, true and correct. I warrant that I have read the terms and conditions of this proposal and have the authority to sign it. Signed for and on behalf of:

Name:

Title:

Signature (Director, General Manager or Partner only):

Date:

DISPUTE

If You believe that there has been an error in debiting Your account, You should notify us directly on accounts@virginaustralia.com and confirm that notice in writing with us as soon as possible so that we can resolve Your query more quickly. Alternatively You can take it up directly with Your financial institution.

YOUR OBLIGATIONS

It is Your responsibility to ensure that there are sufficient clear funds available in Your account to allow a debit payment to be made in accordance with the Direct Debit Request.

If there are insufficient clear funds in Your account to meet a debit payment:

- (a) You may be charged a fee and/or interest by Your financial institution;
- (b) You may also incur fees or charges imposed or incurred by us; and
- (c) You must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in Your account by an agreed time so that we can process the debit payment.

You should check Your account statement to verify that the amounts debited from Your account are correct

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DIRECT DEBIT REQUEST SERVICE AGREEMENT

AMENDMENTS BY US

We may vary any details of this agreement or a Direct Debit Request at any time by giving You at least fourteen **(14) days** written notice.

AMENDMENTS BY YOU

You may terminate this agreement by providing us with at least 14 days notification by writing to accounts@virginaustralia.com. This will result in your account being closed.

DEBITING YOUR ACCOUNT

- 1.1 By signing a Direct Debit Request or by providing us with a valid instruction, You have authorised us to arrange for funds to be debited from Your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and You.
- 1.2 We will only arrange for funds to be debited from Your account as authorised in the Direct Debit Request.
or
We will only arrange for funds to be debited from Your Account if we have sent to the address nominated by You in the Direct Debit Request, a billing advice which specifies the amount payable by You to us and when it is due.
- 1.3 If the debit day falls on a day that is not a banking day, we may direct Your financial institution to debit Your account on the following banking day. If You are unsure about which day Your account has or will be debited You should ask Your financial institution

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DIRECT DEBIT REQUEST SERVICE AGREEMENT

DISPUTES

If you believe that there has been an error in debiting your account, you should notify us directly via e-mail at accounts@virginaustralia.com and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. We do not accept responsibility for related fees and do not offer deferred or alternative drawing schedules.

If we conclude, as a result of our investigations, that your account has been incorrectly debited we will request your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account has not been incorrectly debited we will provide you with reasons and any evidence for this finding.

Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between you and us. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

ACCOUNTS

You should check:

- with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;
- your account details which you have provided us are correct by checking them against a recent account statement and that there are sufficient funds in the billing account;
- with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.
- the due date for drawing will always be on a weekday.

CONFIDENTIALITY

We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information we have about you:

- to the extent specifically required by law; or
- for the purpose of the Agreement (including disclosing information in connection with any query or claim).

NOTICE

If you wish to notify us in writing about anything relating to this Agreement you should write to:

Virgin Australia Airlines
Attention Accounts Department
PO Box 1034
Spring Hill QLD 4004

We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request. Any notice will be deemed to have been received two business days after it is posted.

Australian Travel Agent Application for Virgin Australia Account

VIRGIN AUSTRALIA AIRLINES PTY LTD

ABN 360 906 709 65



australia



DIRECT DEBIT REQUEST

REQUEST AND AUTHORITY TO DEBIT THE ACCOUNT NAMED BELOW TO PAY

Virgin Australia Airlines Pty Ltd

REQUEST AND AUTHORITY TO DEBIT

Surname or Company Name:

Direct Debit User ID:

Current Virgin Australia Agency Code:

Given Names or ABN:

Request and authorise Virgin Australia Airlines Pty Ltd ("Virgin Australia") (User ID Number: 126112) to process any amount Virgin Australia deems to debit or charge you from an account held at the Financial Institution below subject to the terms and conditions of the Direct Debit Request Service Agreement and further instruction that may be provided below.

NAME OF FINANCIAL INSTITUTION THAT HOLDS THE ACCOUNT

Financial Institution Name:

Branch:

ACCOUNT DETAILS TO BE DEBITED

Account Name:

BSB Number:

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Account Number :

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ACKNOWLEDGEMENT

By signing this Direct Debit Request you acknowledge having read this and understand the terms and conditions under which debit arrangements are made between you and Virgin Australia as laid down in this Direct Debit Request and in your Direct Debit Request Service Agreement.

PAYMENT DATE

Virgin Australia will provide details of bookings (sales) made in the prior month by the Agent, on the first day of the following month/fortnight ("Receipted Created Tax Invoice") and will directly debit the Agent's bank account two days following issue of the RCTI statement.

SIGNATURE AND ADDRESS OF ACCOUNT HOLDER

Signature:

Second account signatory (if required)

(If signing for an organisation, sign and print full name and capacity for signing, e.g. Director, Partner etc.)

Address:

City:

State:

Postcode:

E-mail:

Fax:

Date: