

Commercial Policy – Cyclone Damien

This policy describes our handling of Guests affected by potential disrupted services due to Cyclone Damien in Western Australia. Virgin Australia has issued a waiver code, **BW000165**. This code may be used to waive change fees for guests directly affected for all flights through (to and from): Onslow (ONS), Port Hedland (PHE) & Karratha (KTA) and any other ports in the region that might be affected.

<p>CONDITIONS</p>	<ul style="list-style-type: none"> › The waiver code is valid for any guests holding a valid Virgin Australia (795) ticket issued on/before 6 February 2020 affected by potential disrupted services due to Cyclone Damien in Western Australia. › Guests whose flights are All flights through (to and from): Onslow (ONS), Port Hedland (PHE) & Karratha (KTA) and any other ports in the region that might be affected. › Travel date from: Friday 7th February 2020 › Travel date through (Including): Thursday 13 February 2020 › You, the Agent can reissue the ticket in-house on Virgin Australia (795) ticket stock. › Authority BW000165 must be entered into the endorsement box. › All other rules and conditions of the ticket remain unchanged.
<p>CHANGES & CREDITS</p>	<p>CHANGES</p> <ul style="list-style-type: none"> › Guest may rebook to another Virgin Australia operated flight to the <u>same destination</u> in the same booking class no later than 14 days from original – change fees and Fare <u>differences to be waived</u> › Guest may rebook to another Virgin Australia operated flight to the <u>different destination</u> in the same booking class no later than 14days from original travel date – change fees waived, Fare differences <u>to be paid</u> for by guest <p>CREDIT</p> <ul style="list-style-type: none"> › Retain the value of the ticket as credit for 12 months from the original ticket issuance date – cancellation fees waived

For further updates or more information, please contact our Virgin Australian Industry Support team on 136 737.

Thank you for your ongoing support.