

Virgin Australia Commercial Policy AVIH Snub-Nosed Breeds Ban

Following extensive consultation, Virgin Australia has made the decision to no longer accept new bookings for snub-nosed breeds until further notice. This change is effective from 24 January 2020. We will be honouring all existing bookings concerning snub-nosed breeds made before 24 January 2020. Following this change, if a guest decides to cancel an existing booking with a banned breed, we will provide a full refund for the pet's travel, and a refund to original form of payment or credit for the guest if they wish to cancel their personal booking.

Virgin Australia has issued waiver code **BW000159**. Please refer to the information below regarding conditions surrounding this waiver code.

CONDITIONS	<ul style="list-style-type: none">➤ For any guests holding a valid Virgin Australia (795) ticket issued, travelling with a banned breed.➤ Waiver code BW000159 will be issued on application and must be entered in the endorsement box of the new ticket issued.➤ All other rules and conditions of the ticket remain unchanged.
OPTIONS AVAILABLE	<p>The below options are available and if the guest has connections booked on the same ticket, we extend these options to include the entire itinerary and not just sector.</p> <ul style="list-style-type: none">➤ Cancel the itinerary and maintain a credit for 12 months from the original date of issue➤ Cancel with a Refund<ul style="list-style-type: none">- If the journey has not commenced: A full refund for entire itinerary is to be available to original form of payment inclusive of credit card fees.- If the journey has commenced: A refund only of the remaining unflown itinerary is to be available to original form of payment inclusive of credit card fees.

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

Thank you for your ongoing support.