



COMMERCIAL POLICY – SAMOA AND PAPUA NEW GUINEA COVID-19

This policy describes our handling of Guests potentially affected by the Samoan Government and Papua New Guinea (PNG) travel advisory and restrictions in relation to the 2019 COVID-19. Information relating to self-quarantine periods and medical clearance required prior to travel must be considered to enter these countries.

Virgin Australia has issued waiver code **BW000161**

This code may be used to waive change fees for guests directly affected and subsequently need to change their travel plans.

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 for travel for flights from/through a country with confirmed imported cases, including from Australia (to): <u>Apia</u>› All flights from/through a country with confirmed imported cases (to): <u>Port Moresby</u>› Travel Date from Thursday 28th of January 2020› Information relating to self-quarantine periods and medical clearance required prior to travel must be considered to enter these countries› All changes must be made prior to the original ticketed departure.› New travel dates must be within the ticket validity.› <u>Waiver code: BW000161</u> 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	<ul style="list-style-type: none">› Rebook to the same destination / same cabin for travel no later than 30 days from original travel date. No Fare Differences to be charged (Change fee waived)› Rebook to the different destination for travel no later than 30 days from original travel date. Fare Differences to be paid for by guest. (Change fee waived)› Cancel the itinerary and retain the value of the ticket as credit for 12 months from the original ticket issuance date.

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