

Virgin Australia General Booking Restrictions Policy

This policy governs all authorised agents wishing to create, manage and/or cancel a booking and is applicable to all Virgin Australia sectors, fares, ancillaries and 795 ticket stock, for all customer reservations.

The purpose of this document is to provide guidance and detailed information that will assist with:

Booking Creations applicable to Virgin Australia sectors, fares and ticket stock. Authorised agents are empowered to create reservations for Virgin Australia customers.

Fare Rules

All Virgin Australia fares have rules that govern their use. These rules must be adhered to and can only be waived by authorised Virgin Australia employees.

Ticketing deadlines

All Virgin Australia fares and resulting reservations are governed by Advanced Reservation/Ticketing Guidelines, outlined in Category 05 of the fare rules. At times Virgin Australia's Revenue Integrity (RI) system may advise an earlier ticketing deadline by means of a special service request (SSR) message. In the event of multiple, differing ticketing deadlines, the most restrictive will apply.

Payment Surcharge

The Booking and Service fee for credit card and debit card payments is applied per ticket and is non-refundable. This fee is collected as an OB surcharge.

The Payment surcharge fees are applied per ticket and are non-refundable. These fees are collected in addition to any fare, tax, surcharge and fare related change/cancellation fee outlined by the fare rules.

Please refer to the [Payment Surcharge Policy](#) for further details.

Change, no show and cancellation fees

Change, no show and cancellation fees are applied per VCR and are non-refundable unless required by the Australian Consumer Law. These fees are applicable each time the guest customer changes and/or cancels a booking or no-shows as outlined by the fare rules.

Please refer to the Least and Most Restrictive policy for further details.

Passenger types and age restrictions

The passenger type must be applied at time of quoting to ensure the correct fare level is reflected. Virgin Australia has pre-defined age restrictions for each passenger type, outlined in the table below;

Passenger Type	Age restrictions
Adult (ADT)	12 years +
Child (CNN)	24 months to less than 12 years
Infant without seat (INF)	Less than 24 months

VIRGIN AUSTRALIA GENERAL BOOKING RESTRICTIONS POLICY

FEBRUARY 2020



Infant with a seat (INS)	Less than 24 months
Negotiated (NEG)	12 years +
Negotiated Child (CNE)	24 months to less than 12 years
Negotiated Infant (INE)	Less than 24 months
Student (STU)	Less than 19 years
Senior Citizen (SRC)	60 years +

- › An infant, who turns two (2) prior to the commencement of the last flight segment, must be ticketed as a child for the entire duration of travel.
- › A child, who turns 12 prior to the commencement of the last flight segment, must be ticketed as an adult for the entire duration of travel.
- › An infant or child (under 12 years of age) must be accompanied by a passenger 15 years or older, a parent or a court appointed legal guardian who is 13 years or older, unless travelling as an unaccompanied minor (UMNR).
- › A single adult customer can travel with one (1) infant only.
- › Infants under 48 hours old or requiring an incubator and/or ventilator cannot be accepted for travel.
- › Infants (over 48 hours old and less than seven (7) days old) that require medical clearance.
- › There are a maximum number of infants allowed to be booked on a flight.
- › If a customer has purchased a seat for their infant (INS), the infant must be secured on the lap of an accompanying adult secured with an infant seatbelt for take-off, landing and whenever the seatbelt sign is illuminated. Exception will be made for infants travelling with an approved child restraint system (CRS), securely fastened to the purchased seat.
- › An unaccompanied minor (UMNR) is a child aged between five (5) to 11 years (inclusive) travelling alone. Any child aged 12 to 15 years may also travel as a UMNR at the request of the parent/legal guardian. *Please refer to the Unaccompanied Minors policy for further details.*

Names

- › Bookings must be secured against the customer's name (first and last only) as it appears on their identification or passport.
- › Names should always be entered in the order of adults, then children, then infants.
- › Surnames should omit spaces, apostrophes and hyphens.
- › When a customer is legally known by one name only, this name should be repeated in the booking as both first and last name (e.g. customer known as 'Jones', enter JONES/JONES).
- › When the customer is legally known by a single character, this character should be entered twice, with additional remarks for check-in (e.g. customer known as 'O', enter O/O).
- › Bookings held in fake passenger names are not permitted.
- › Duplicate names in the same PNR are not permitted. Middle names must be added to differentiate the two or more guests travelling with the same first and last name.
- › i.e. Bouron/Jerome MR and Bouron/Jeromeedward MR. Failure to differentiate duplicate names in the same PNR will result in your booking being cancelled.

- › If a guest has a suffix in their name, it must be added to the first name field and should only be entered if it is as per the guest's legal name. i.e. SMITH/JOHNJRMR. or SMITH/JOHNIIIMR.
- › A maximum of 28 characters in total can be accepted in the last and first name field, inclusive of both. Enter the last name in full (up to 27 characters) followed by the first name (up to the number of remaining characters). If the guest's last name is 27 characters or longer then use the first initial of the first name. i.e. SMITHJOHNSONBEVERLEYAUGUSTI/JMR
- › The following titles are also available:
 - Adults: Mr, Mrs, Ms, Miss, Prof, Dr, Hon, Fr, Sir, Capt, Gen, Lady
 - UMNRs aged 12-15 years old – Mr, Ms, Miss
 - Children and infants occupying a seat and UMNRs aged 5-11 years old – Mstr and Miss

No travel via point of origin

Travel via the point of origin, on the same ticket is not permitted, including multiple sectors of the same city pair, in the same direction for prime, reissued and exchanged tickets.

For example:

SYD-BNE /- SYD-BNE (Not Permitted)

BNE-CNS CNS-SYD reissued to BNE-CNS /- BNE-CNS (Not Permitted)

SYD-CNS /- MELx/SYD-CNS (Permitted as SYD is a transfer point)

- › No more than one departure from point of origin
- › No more than one arrival at point of destination
- › No more than one stopover at any one intermediate point

**Please check all the fare rules in case of exceptions to standard conditions.*

Waitlists

Waitlisting is permitted by Virgin Australia for certain fare types. Refer to the fare rules for waitlisting restrictions and any unwanted waitlists must be cancelled immediately.

Please refer to the Waitlist policy for further details.

Out of system date range bookings

If at time of original ticket issue, the inbound date is outside system range but inside maximum stay (i.e. +331 days), please confirm an alternative inbound date that is within system range, so the fare can be issued as per fare rules. Once the actual return date is within system range, the same route and booking class must be confirmed*. Once confirmed, ticket must then be reissued with the new required date. The change fee can be waived in this instance by contacting Virgin Australia for approval. If the booking class or routing is not as per original ticket, fare and tax difference must be collected. For Economy Light fares, the same fare brand and routing must be available at the time of reissue and the fare and tax difference is paid by the guest.

**Subject to availability at time of rebooking and not guaranteed*

Where do I go for more information?

For further information please refer to the GDS Booking policy.