

Virgin Australia Schedule Change Policy

Virgin Australia's (VA) schedule change policy applies to tickets issued on VA (795) ticket stock including VA Domestic and/or International flights, VA codeshare flights and Interline sectors that form part of a VA through fare affected by a schedule change outside 72 hours of departure.

Schedule Changes

In the event of a schedule change on **Virgin Australia operated service only**, Virgin Australia will automatically revalidate the affected e-ticket where possible. When this occurs there is no need for a Travel Agent to reissue the ticket, however please ensure the following:

- Update the PNR to confirm acceptance of the Schedule Change
 - Remove any UN sectors and convert TK sectors to HK
- Check that your new itinerary meets minimum connection times at all transit points
- Provide your guest with an updated itinerary and e-ticket that reflects the new flight details

There are instances however where a reissue is required due to schedule change. In these instances, you, the Travel Agent must reissue the ticket applying the schedule change waiver code in the endorsement box.

Tickets are required to be reissued when:

- Schedule change was performed by a codeshare or interline partner where the itinerary forms a VA through fare on 795 ticket stock.
- Itinerary involves a codeshare or interline partner when it forms a VA through fare on 795 ticket stock
E.g. SYD VA LAX DL NYC
- Schedule change involves a re-route.
E.g. original itinerary MEL VA LAX revised itinerary MEL VA SYD VA LAX
- New itinerary has been rebooked in a different booking class.
E.g. original itinerary MEL VA LAX T class revised itinerary: MEL VA LAX N class
- Schedule change alters the number of coupons required
E.g. original itinerary MEL VA HTI revised itinerary: MEL VA BNE VA HTI

If the alternative provided is not suitable, the following options are available:

- Rebook an alternative VA flight within 48 hours of the rescheduled VA flight in the same or best available class within the same cabin.
- Rebook an alternative codeshare flight within 48 hours of the rescheduled codeshare flight in the same class within the same cabin. (refer to fare rules).

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- › Rebook an alternative interline flight within 48 hours of the rescheduled interline flight in the same class within the same cabin. (refer to fare rules).
- › Rebook an interline flight instead of a codeshare flight in applicable class by using the class mapping logic in the original ticket purchased.
E.g. Original fare
MEL VA LAX VA NYC VA LAX VA MEL
Fare basis: VLEVADWR DOI 28AUG17
Booking class is V class on all sectors VA prime and VA*DL sectors

There has been a schedule change on the LAX NYC sector operated by DL and it is not suitable. Due to this the travel agent wishes to rebook and cannot see V class available on the VA*DL flight number however can see U class on the DL prime flight number. Is this permitted? Yes, this is permitted as V class on VA*DL maps to U class on the DL prime flights. **Please refer to the applicable booking classes and permitted flight numbers on the original fare basis to ascertain eligibility.**

- › Maintain the ticket as credit, the reissue fee will be waived for the first reissue for Domestic and International bookings.
- In some instances on **domestic tickets** the guest may wish to maintain a credit on the outbound and travel on the inbound. This scenario is not permitted as Virgin Australia does not permit flights to be taken out of out of sequence. If the guest wishes to maintain the credit on their outbound, please reissue the ticket so the ticket is in sequential order. The reissue fee is waived in this instance to allow the reordering and when using the coupon on hold for the first time. This is only permitted on completely unused tickets.
E.g. Schedule change was not suitable on the outbound MEL VA SYD however guest still wishes to travel on the SYD VA MEL sector. As ticket cannot be used out of sequential order please reissue to reorder your coupons. E.g. SYD VA MEL VA SYD this will then allow the guest to travel on the SYD VA MEL sector and maintain a credit on the MEL VA SYD sector. **Please note: This applies to domestic tickets only.**
- › If there is no suitable recovery option, you, the Travel Agent can apply for a refund via your automated GDS refund process. Please make sure the applicable waiver code is present to avoid an ADM. **Partial refunds are also permitted if sequential order is maintained.**

Applicable Waiver Code

Please use the following waiver code if your Schedule Change meets the above conditions. The waiver code must be present in the endorsement box to avoid an ADM.

Virgin Australia operated schedule change = SKCHG VACHG
Interline or codeshare operated schedule change = SKCHG OACHG

Frequently Asked Questions

Q. Can a waiver code be used for Interline sectors?

A. Yes it can be applied to an interline sector (same fare class only) when it forms part of a VA through fare (excludes interline sectors with another airline fare basis).

Q. Can a waiver code be used if my ticket is not a VA through fare (eg SYD-LAX VA and LAX - SYD DL)?

A. No. For any fares which include another carrier's fare basis and is operated by another airline please contact Virgin Australia Industry Support 136 737

Q. When is the waiver code used?

A. For ticket reissues as a result of a schedule change, the applicable waiver code must be entered in the endorsement box of the exchanged/reissued ticket.

Q. Does my EMDa automatically associate to the new itinerary in the event of a schedule change?

A. No, in the event of a schedule change the EMDa will go into a disassociated state as it is linked to the applicable ticket. In order to associate the EMDa to the correct flight please contact Virgin Australia Industry Support for assistance.

Q: Do I need a waiver code if I revalidate the ticket?

A. No. Travel Agents can revalidate the affected ticket for a flight number, date and/or time change and a waiver code is not required. A revalidation is only permitted for VA prime flights where the fare rule permits a revalidation.

Q: Which waiver code do I use if I receive one via a vendor remark or any other way?

A. If you receive a different waiver code notification via a vendor remark, Virgin Australia Trade Release, Virgin Australia Industry Account Manager or one of our Guest Contact Centre agents, please DO NOT use the SKCHG waiver code and instead use the alternative waiver code provided.

Q: I have a 795 Virgin Australia ticket however, the affected sector is with another airline and is not operated by Virgin Australia. which airline is responsible for assisting with an alternative flight option?

A. As the ticket is a 795 Virgin Australia ticket, you can apply our schedule change policy however, please contact the airline concerned to rebook on your preferred flight in the original booking class. If the other airline is unable to reaccommodate in the original booking class, please contact our industry support desk for further assistance and advice.

Q: I notice there was a schedule change on my Delta operated, Virgin Australia marketed flight and the ticket and itinerary are in synch. Do I still need to reissue as per policy?

A. Yes you will need to always reissue if your ticket includes any flight operated by another carrier. This is to ensure the other carrier receives the change with the new e-ticket number.

Q: I notice there was a schedule change and a DL prime flight (same route) was added in the booking where there is already a confirmed VA marketed DL operated flight. How do I update the booking?

A. Simply passively remove the duplicate DL segment and reissue the E-ticket with waiver code SKCHG OACHG

Q: I notice there was a schedule change on my VA PNR and the VA marketed DL operated flight is now in UN status and a DL prime TK status (same route) has been added to the PNR. How do I update the booking?

A. Simply remove the UN status segment, update the DL prime to HK and reissue the ticket with waiver code SKCHG OACHG

Q: What do I do if I cannot find an alternative VA flight within 48 hours of the rescheduled VA flight?

A. Please call one of our Industry specialists on 136 737 for assistance.

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Q: The schedule change has resulted in a misconnection of my guests connecting flights that forms part of their through fare. Can I use the applicable waiver to also rebook these sectors so my guest can reach their final destination?

A. Yes you can use this policy to rebook any connections that has been impacted due to a schedule change that forms part of a through fare.

Q: What happens if I use the waiver code incorrectly?

A. Any incorrect use of the waiver code may result in an Agent Debit Memo (ADM) being issued to the ticketing agent.

Q: What happens if I forget to add the waiver code to the endorsement box of the ticket?

A. You may void the ticket and reissue the ticket correctly (as per IATA rules for voiding tickets). Failure to add the correct waiver code may result in an Agent Debit Memo (ADM)

Q: What happens if I misspell the waiver code added to the endorsement box of the ticket?

A. Any incorrect characters added to the endorsement box will result in an AUD22 ADM processing fee charge. Please refer to ADM fees by [clicking here](#).

Q. Can I use the schedule change waiver code more than once?

A. No, once the schedule change has been accepted and the ticket has been reissued, any further changes are subject to fare rule. Exception: in the event Virgin Australia need to reorder your coupons to maintain sequential order the reissue fee can be waived once you wish to utilise your credit.

Q. If the schedule change is unsuitable on the outbound but I wish to use the flights on the inbound, is this permitted?

A. No, tickets cannot be used out of sequential order, the ticket will need to be reordered as a result of the schedule change. Please refer to the above policy on how to reissue the ticket in this instance. Please note this only applies to domestic fares.

Q. Can I use this policy for disruptions inside 72 hours of departure?

A. No, this policy is to support our industry partners for planned schedule changes that are generated via your GDS as a UN/TK status outside 72 hours of departure. Disruptions (flight delays and cancellations) inside 72 hours of departure are managed by Virgin Australia and notification will be sent via SMS or email to your guests. If you need assistance with a disruption please call one of our industry specialists on 136 737 for assistance.

Q. My guest has informed me that their flight has been delayed inside 72 hours of departure however I cannot see this update in my PNR, should I be concerned?

A. Any flight delay that does not result in retiming inside 72 hours of departure is considered a disruption and is managed by our flight disruption team. Virgin Australia does not update the PNR as a schedule change (status change) but does send an SMS/email advice as per CTCM or CTCE contact in the PNR informing the guest of the delay. Virgin Australia is responsible for reaccommodating your guests to their end destination. If you require any assistance with these delays please contact Industry Support on 136 737 for further information.

Q. My guest was not informed of his flight delay that occurred the day before departure. Can you please advise your notification process?

A. Virgin Australia relies on all Trade bookings having the applicable CTCM and CTCE SSRs present in the PNRs. This allows Virgin Australia to be able to provide real time notifications of any disruption to your guests directly. Please make sure these SSRs are present for both Virgin Australia and partner airlines. If you are unsure of this format please refer to virginaustralia.com/agents_hub clue cards.

Q. If I have a schedule change on both the VA and other airline sector which waiver code do I use?

A. Please use the **SKCHG VACHG** waiver code if you have these types of scenarios.

Q. If I enter the waiver as SKCHGVACHG instead of SKCHG VACHG (with space) is this allowed?

A. Yes. Virgin Australia will accept both.