

# INTERIUM EMERGENCY COMMERCIAL POLICY

## FIFA World Cup 2022, Qatar

### All Bookings v1

#### Commercial Policy

Issue Date	24 October 2022
Notes	As decreed by the Qatar Government, effectively immediately, only passengers holding match tickets to the FIFA Football World Cup 2022 will be permitted to enter Doha. This is for the World Cup period of 01 November 2022 to 22 December 2022. Transiting in DOH, (i.e., remaining airside) is still permitted and does not fall under this policy.

#### General Information

Intent	This policy applies to any bookings which have been impacted by FIFA World Cup 2022, Qatar. VA will continue to monitor this event waiver and adjust this policy if needed
Impacted Travel Dates	Travel dates 01NOV2022 - 22DEC2022
Applicable Documents	<ul style="list-style-type: none"><li>• Valid Virgin Australia (795) tickets</li><li>• Valid Virgin Australia EMD's</li><li>• Issued on or before 24/10/2022</li></ul>
Applicable Bookings	This policy applies to: <ul style="list-style-type: none"><li>• All Ticketed Revenue bookings irrespective of booking channel and form of payment.</li></ul>
Conditions	Flights to Qatar or stopping over in Doha ex AU change or cancel requests - where sale date occurs prior to 24/10/2022 and travel is 01NOV2022 - 22DEC2022 <ul style="list-style-type: none"><li>• May rebook on a transfer connection on a new travel date within (+/-) 3 days from original.</li><li>• For QR operated flights, may rebook onto QR operated flights, same routing (same origin/destination) into the same RBD as original or if not available, into the lowest RBD available in the same cabin.</li><li>• For VA marketed/QR operated, may rebook onto VA marketed/QR operated flights, same routing (same origin/destination) into the same RBD as original or if not available, into the lowest RBD available in the same cabin</li><li>• Must add waiver code BW000241 into endorsement box</li><li>• One change permitted with change fee waived</li><li>• Cancel to travel credit permitted with cancel fee waived</li><li>• Refund permitted with refund fee waived</li></ul>



	<p>NOTES:</p> <ul style="list-style-type: none"> <li>• Transfer/transit in Doha is permitted.</li> <li>• Only one waiver permitted</li> <li>• No waivers for No-Show</li> <li>• Flights no longer required by Guest must be cancelled prior to scheduled departure.</li> <li>• All other rules and conditions of the ticket remain unchanged except for the ticket validity when the travel date criteria are met.</li> <li>• Changes outside of this policy are subject to the reissue rules of the ticketed fare (unless stated below). This includes any applicable fare differences or fees / taxes.</li> </ul>
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## Policy Overview

Impacted Cities/Regions	Flights to Qatar or stopping over in Doha ex AU
POS	Australia
Applicable Tickets	Valid 795 tickets and EMD's Issued prior to 24/10/2022
Impacted Travel Dates	01 November 2022 - 22 December 2022
Applicable to rebook on	<input checked="" type="checkbox"/> VA Operated Flights <input checked="" type="checkbox"/> VA Marketed Flights & QR Operated or <input checked="" type="checkbox"/> QR Marketed & Operated
Re-book /Change	<p><u>General Conditions</u></p> <ul style="list-style-type: none"> <li>• Reissue by 22 Dec 2022</li> <li>• All other fare rules apply Tickets reissued after 22 Dec 2022 a change fee will apply as per standard fare rules of the fare purchased.</li> </ul> <p><u>Same Origin / Destination</u></p> <p>Book in same fare class (RBD) as originally ticketed</p> <ul style="list-style-type: none"> <li>• Change fee waived Book in different fare class (RBD) as originally ticketed</li> <li>• Change fee waived</li> </ul> <p>Note: If the new fare is lower than the original ticketed fare, any residual amount will be forfeited. Please process as an even exchange.</p> <p><u>Different Origin / Destination</u></p> <ul style="list-style-type: none"> <li>• Change fee waived</li> </ul>



	<ul style="list-style-type: none"><li>• Fare differences payable including Tax differences</li><li>• Base fare Points and tax differences payable for reroute of Reward Seats</li></ul>
Credit	<p>A credit may be issued with cancel fee waived in the form of Travel Bank / unused ticket</p> <ul style="list-style-type: none"><li>• For travel period 01NOV2022 – 22DEC2022</li><li>• Cancel before 22 Dec 2022 or before flight date, whichever occurs first</li></ul>
Refund (to original form of payment - OFOP)	<p>A refund is permissible to original form of payment with refund fee waived for any unutilised portion of the airfare.</p> <p>Credit Card surcharges and non-refundable taxes or taxes associated to utilised portion of the journey remain non-refundable.</p>
Policy Exclusions	Fees imposed by suppliers or other third parties E.G., agency services charges, gift cards, insurance etc
Waiver Code	<b>BW000241</b> applies to all bookings
Supporting Policy	All Policies: <a href="https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides">https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides</a>

