

Domestic Industry Name Change Policy

Definition of a Name Change

A name change is defined as using the value of an unused ticket, including taxes, as credit towards payment of a new ticket in another customer's name. The issuing office is the only office with the authority to reissue the ticket.

Eligible Customers

Name changes are permitted for all non-contracted corporate clients and all trade industry partners (including accelerate (/AC ticket designator) and SmartFly (/SM ticket designator) clients.

Eligible Tickets

- › All tickets must be valid for exchange and not expired.
- › All coupons must be unused and travel must not have commenced.
- › All coupons must be on Australian domestic sectors.
- › All coupons must be on VA marketed and operated flights.
- › Codeshare flights are not eligible.
- › All tickets must be issued on 795 ticket stock

| Fare Brand (Class) | Name Change Fee* |
|-----------------------------|--|
| Business (I D C J) | Free of charge |
| Flex (L K H B Y) | Free of charge |
| Choice (S T Q V N E) | \$80 incl. GST (shown on ticket as 72.73YR 7.27UO) Re-issue ticket as per flight change rules |

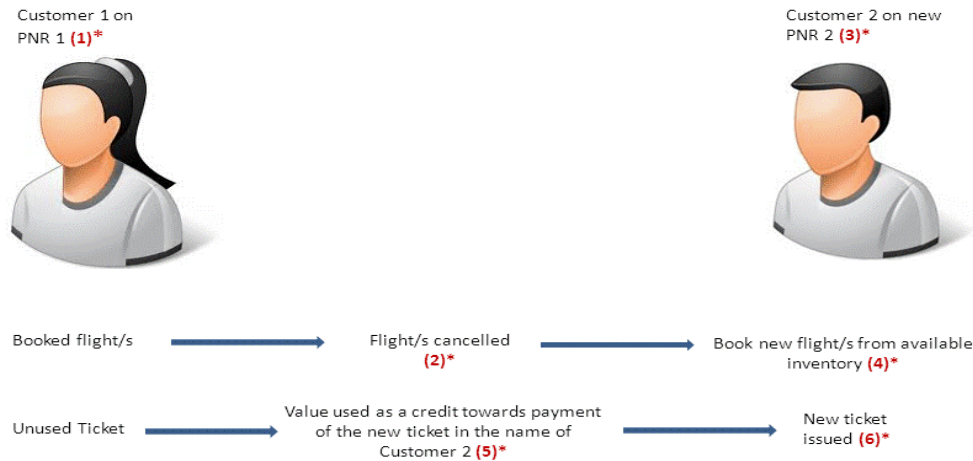
***Important:** Any other applicable fare increase, fees and charges in accordance with the fare rules additional to the above name change fees must always be collected.

DOMESTIC INDUSTRY NAME CHANGE POLICY

AUGUST 2021



Name Change Process



1. Valid unused ticket exists for Customer 1 on PNR 1
2. Cancel flights associated with Customer 1 on PNR 1
3. Create a new PNR for Customer 2
4. Flights are booked from available inventory for Customer 2
5. Value from the unused ticket from Customer 1 is used towards payment of the new ticket for Customer 2, ensuring the applicable fare increase, taxes and change fees are collected on the new ticket
6. The original ticket is exchanged for the new itinerary for Customer 2 (new ticket is issued)

Important: If you had any ancillaries booked for Customer 1 that were associated to the original ticket, these will need to be cancelled or rebooked for Customer 2. The ticket is valid for **12 months** from the date of the original ticket issue and all travel must be completed by this date.

Examples

| Example 1 | New Guest Ticket | Reissued Ticket Additional |
|-----------------------------------|---------------------------|--|
| <u>Original Ticket Collection</u> | | |
| Flex Fare (L Class) \$200 | Flex Fare (H Class) \$250 | Fare Difference \$50 |
| Taxes \$20 | Taxes \$20 | Taxes \$0 |
| Total Ticket Value \$220 | Name Change Fee \$0 | Name Change Fee \$0 |
| Reissue Fee \$0 | Reissue Fee \$0 | Total Additional Collection \$50 |
| Example 2 | New Guest Ticket | Reissued Ticket Additional |
| <u>Original Ticket Collection</u> | | |
| Choice Fare (Q Class) \$137 | Flex Fare (L Class) \$329 | Fare Difference \$192 |
| Taxes \$42 | Taxes \$62 | Taxes \$20 |
| Reissue Fee \$80* | Name Change Fee \$80 | Reissue Fee \$80* |
| | | Name Change Fee \$80 |
| | | Total Additional Collection \$372 |

Frequently Asked Questions

Q. Which Virgin Australia domestic fare classes are eligible for Name Changes?

A.

- › Business: I D C J
- › Flex: L K H B Y
- › Choice: S T Q V N E

Q. When are the name change fees and reissue fees applicable?

A. The below table represents when the name change fees and reissue fees are applicable:

| Fare Brand | Booking Class | Name Change Fee* | Reissue Fee* |
|-----------------|---------------|------------------|--|
| Business | I D C J | Not applicable | Not applicable |
| Flex | L K H B Y | Not applicable | Not applicable |
| Choice | S T Q V N E | Applicable | Applicable Permitted until 14 days prior to scheduled departure. No fee plus fare difference. Permitted within 14 days prior to scheduled departure - \$80 fee plus fare difference. |

*Subject to change, refer to your GDS for current fees and surcharges. The name change fee applicable is based on the date of the exchange. This policy applies to all tickets reissued on/after 19 August 2021.

Q. Does this policy apply to Corporate fares?

A. No, if the original ticket being exchanged is a Corporate fare (/CO or /GV ticket designator) then the Domestic Corporate Name Change policy will apply.

Q. What destinations are name changes permitted?

A. All coupons must be on **Australian domestic sectors only**.

Q. What Carrier are name changes permitted on?

A. All coupons must be on VA marketed and operated flights. Codeshare flights are **NOT** eligible.

Q. Who has the authority to change the name of the passenger on a ticket?

A. The original issuing office is the only office that has the authority to reissue the ticket at the request of the passenger.

Q. Can the old PNR be retained or is a new PNR required?

A. A new PNR is required and all inventory must be cancelled in the original PNR. Flights for the new passenger must be booked in a new PNR regardless of whether the new passenger is travelling on the same flights or in the same class as the original passenger.

Q. Can the itinerary be changed?

DOMESTIC INDUSTRY NAME CHANGE POLICY

AUGUST 2021



A. Yes. The value of the ticket may be used as credit towards payment of a new exchanged ticket anywhere on the VA **domestic** network. This is provided the new base fare is of equal or higher value than the original base fare and all rules of the new fare are met.

Q. Can the ticket be changed to a different fare type?

A. Yes. The value of the ticket may be used as credit towards payment of a new exchanged ticket anywhere on the VA **domestic** network. This is provided the new base fare is of equal or higher value than the original base fare and all rules of the new fare are met.

Q. When is a passenger name change permitted?

A. The timing is dependent on the class and fare rules of the original ticket. Refer to the applicable fare rules in the GDS for current fare rules and charges.

Q. Can I use 2 unused tickets from 2 separate passengers as form of payment for a new passenger's flight?

A. No. This is not permitted.

Q. If a passenger 'no shows' prior to requesting a name change, is the fare forfeited?

A. Yes.

Q. Is GST (UO tax) payable on the change fee if the Domestic tickets are issued outside of Australia?

A. No.

Q. How does this process differ from name corrections?

A. A "Name Correction" is defined as a correction to the name field of a passenger name record (PNR) and takes place in the same PNR.

Name corrections are permitted for:

- › Up to three characters in the first name and/or surname
- › Title Corrections
- › Guests commonly referred to by a shorter version of their real name e.g. Bill / William
- › Names entered in the wrong order
- › Unborn infants
- › Formal name corrections e.g. married to maiden surname or vice versa.

Please refer to the Name Correction Policy for further details.