

COMMERCIAL POLICY

UPDATED 26 November 2021
Version 37



Virgin Australia COVID-19 Commercial Policy

All Bookings

Commercial Policy

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| ISSUE DATE | 26 November 2021 |
| SUPERSEDES | <ul style="list-style-type: none"><input checked="" type="checkbox"/> Previous versions of COVID-19 Policy for bookings issued prior to 21 April 2020 dated on/ before 2 October 2021<input checked="" type="checkbox"/> Previous versions of the Change and Cancel Fee waiver Policy for NEW Bookings issued on or after 27 August 2020 dated on/before 27 October 2021<input checked="" type="checkbox"/> Commercial Policy COVID-19 Velocity Existing Bookings #1.7 dated on or before 25 November 2021<input checked="" type="checkbox"/> Virgin Australia Schedule Change Policy |
| NOTES | This Policy supersedes all/any other previously issued policies since the commencement of COVID-19 (01 March 2020), other than the Commercial Policy - Future Flight credit Policy, which remains in place. |

General information

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| INTENT | This policy applies to any bookings which have been impacted by COVID-19. VA will continue to monitor this event waiver and adjust this policy if needed |
| IMPACTED TRAVEL DATES | Domestic - Travel dates 01 March 2020 – 30 April 2022 International – Travel dates 01 March 2020 – 31 December 2022 |
| APPLICABLE DOCUMENTS | <ul style="list-style-type: none">- Valid Virgin Australia (795) and Tigerair tickets- Valid Virgin Australia EMD's- Where travel is prior to 30 April 2022 (Domestic) and 31 December 2022 (International) |
| APPLICABLE BOOKINGS | <ul style="list-style-type: none">- This policy applies to:<ul style="list-style-type: none">o All Ticketed Revenue bookings irrespective of booking channel and form of payment.o All Ancillaries (excluding carbon offset, payment surcharge and service fee) |
| CONDITIONS | <ul style="list-style-type: none">- Domestic voluntary change or cancel requests with travel commencing prior to 30 April 2022 – Regardless of fare type and form of payment (including Future Flight credit bookings):<ul style="list-style-type: none">o unlimited changes permitted with change fee waivedo cancel (to credit) permitted with cancel fee waived- International voluntary change or cancel requests with travel commencing prior to 31 December 2022 – Regardless of fare type and form of payment (including Future Flight credit bookings):<ul style="list-style-type: none">o unlimited changes permitted with change fee waivedo cancel (to credit) permitted with cancel fee waived- ALL Journeys, where Virgin Australia have cancelled flights on Partner Airlines or Tigerair, regardless of fare type and;<ul style="list-style-type: none">o Where Change / Rebook to same origin/destination is not available due complete market withdrawal or nil schedules at time of customers original travel dateo Where Change / Rebook options are offered but are deemed unsuitable to the customero Ticket and/or EMD must be placed into a Future Flight credit or standard Credit with cancellation fees waived unless:<ul style="list-style-type: none">▪ The Ticket and EMD issue date occurred on or after 21 April 2020, in which case a refund to OFOP with fees waived can be offered. |

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| | <p>NOTES:</p> <ul style="list-style-type: none"> - Flights and any Ancillaries no longer required by Guest must be cancelled prior to scheduled departure - Travel must not have commenced on the affected flight segment - All other rules and conditions of the ticket remain unchanged except for the ticket validity when the travel date criteria are met - 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 - For un-ticketed bookings, alternate flights/routings can be rebooked subject to availability and tickets issued in accordance with fare conditions - If the unflown coupons on historical dates are in a NO SHOW status this policy does not apply; fare rules apply (excluding NO SHOWs across 17 March 2020 – 08 April 2020 where a No-Show waiver was in place). |
| CHANGES TO LAST POLICY | <ul style="list-style-type: none"> - Update: Extension to last travel date for International 31 December 2022. |

Quick reference guide:

| | VOLUNTARY CHANGES | INVOLUNTARY CHANGES |
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| CHANGES FEE WAIVER | YES | YES |
| FARE DIFFERENCE WAIVER | NO | YES Same O&D, same RBD or next available only |
| CANCEL FEE WAIVER | YES | YES |
| REFUNDS | YES As per Fare Rules (post 21 April 2020) NO As per Future Flight credit Policy (pre-21 April 2020) | YES (post 21 April 2020) NO As per Future Flight credit Policy (pre-21 April 2020) |
| SALE DATE | Until further notice | 1 March 2020 - Indefinite |
| IMPACTED TRAVEL DATES | Domestic - until 30 April 2022 International – until 31 December 2022 | System Range |

| IMPACTED CITIES / REGIONS | Domestic <u>VOLUNTARY CHANGE/CANCEL</u> (i.e.: Customer initiated Voluntary Change or Cancel) | International (including International Short Haul and Trans-Tasman) <u>VOLUNTARY CHANGE/CANCEL</u> (i.e.: Customer initiated Voluntary Changes or Cancels) | All Journeys <u>INVOLUNTARY CHANGE/CANCEL</u> (i.e. Virgin Australia initiated Change or Cancel) |
|---------------------------|--|--|---|
| POS | All | All | All |
| APPLICABLE TICKETS | Valid 795/Tigerair ticket and EMD's issued at anytime | Valid 795 / Tigerair ticket and EMD's Issued any time | Valid 795/Tigerair ticket and EMD's issued at any time |
| IMPACTED TRAVEL DATE | 1 March 2020 – 30 April 2022 | 02 March 2020 – 31 December 2022 | 1 March 2020 – System range |
| APPLICABLE TO TRAVEL ON | VA Operated/VA Marketed flights (QQ operated) | VA Operated / VA Marketed flights Velocity Airline Partner Operated flights | VA Operated/VA Marketed flights (QQ operated) |
| NEW TRAVEL DATES | System Range | System Range | System Range |
| REBOOK/CHANGE | <u>General Conditions</u> <ul style="list-style-type: none"> – Reissue by 30 April 2022 or before scheduled flight departure (whichever occurs first) – Unlimited changes permitted with change fee waived (not applicable to name changes) – All other fare rules apply – Tickets reissued after 30 April 2022 a change fee will apply. | <u>General Conditions</u> <ul style="list-style-type: none"> – Reissue by 31 December 2022 or before scheduled flight departure (whichever occurs first) – Unlimited changes permitted with change fee waived (not applicable to name changes) – All other fare rules apply – Tickets reissued after 31 December 2022 a change fee will apply subject to fare rules | <u>General Conditions</u> <ul style="list-style-type: none"> – Reissue to a future date (where VA has schedules) is permissible with change fee waived – All other fare rules apply |
| | <u>Same Origin/Destination</u> Book in same fare class as originally ticketed <ul style="list-style-type: none"> – Change fee waived – Fare difference payable Book in different fare class as originally ticketed <ul style="list-style-type: none"> – Change fee waived – Fare difference payable <i>Note: If the new fare is lower than the original ticketed fare, any residual amount will be forfeited. Please process as an even exchange. Where form of payment was Future Flight credit, please refer to the 'Retaining Residual for Future Flight Credit' Policy.</i> | <u>Same Origin / Destination</u> Book in same fare class as originally ticketed <ul style="list-style-type: none"> – Change fee waived – Fare difference payable Book in different fare class as originally ticketed <ul style="list-style-type: none"> – Change fee waived – Fare difference payable <i>Note: If the new fare is lower than the original ticketed fare, any residual amount will be forfeited. Please process as an even exchange. Where form of payment was Future Flight credit, please refer to the Retaining Residual for Future Flight Credit Policy.</i> | <u>Same Origin/Destination</u> Permitted where a schedule change has occurred, and new flight options have been made available which are <u>not</u> acceptable to the guest. <ul style="list-style-type: none"> – Book in same fare or next available class within same cabin as originally ticketed* – Change fee waived – Fare difference waived <i>Note: *Where the form of payment was a Future Flight credit, the new flights must be booked in U or I class (Travel Agents will need to call Virgin Australia Industry Support if U class is not available and then perform an even exchange)</i> If the flight is cancelled and where no alternative arrangements have been provided – refer to credit/refund options. |

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| | <u>Different Origin/Destination</u> <ul style="list-style-type: none"> Change fee waived Fare differences payable including Tax differences | <u>Different Origin / Destination</u> <ul style="list-style-type: none"> Change fee waived Fare differences payable including Tax differences | <u>Different Origin/Destination</u> <ul style="list-style-type: none"> Change fee waived Fare differences payable including Tax differences |
| CREDIT | <u>General Conditions</u> <ul style="list-style-type: none"> For travel by 30 April 2022 Cancel before 30 April 2022 or before scheduled flight departure, whichever occurs first <p>For tickets issued on/after 21 April 2020 until further notice:</p> <ul style="list-style-type: none"> a credit may be issued in the form of an unused ticket <p>For tickets issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice:</p> <ul style="list-style-type: none"> credits are to be treated as per the Future Flight credit policy travel from 1 March 2022 is as per Fare Rules | <u>General Conditions</u> <ul style="list-style-type: none"> For travel by 31 December 2022 Cancel before 31 December 2022 or before scheduled flight departure (whichever occurs first) Cancel fee waived <p><u>For tickets issued on/after 21 April 2020 until further notice:</u></p> <ul style="list-style-type: none"> a credit may be issued in the form of Travel Bank / unused ticket For tickets* issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice credits are to be treated as per the Future Flight Credit Policy <p><i>*Future Flight credits are not applicable to Velocity redemption bookings. Standard travel bank credit applies to Any Seat/Combined itineraries/Points in Revenue flow regardless of issue date</i></p> | <u>General Conditions</u> <ul style="list-style-type: none"> For all travel dates Cancel fee waived <p>For tickets issued on/after 21 April 2020:</p> <ul style="list-style-type: none"> a credit may be issued in the form of an unused ticket <p>For tickets issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice:</p> <ul style="list-style-type: none"> credits are to be treated as per the Future Flight credit policy |
| REFUND TO ORIGINAL FORM OF PAYMENT (OFOP) | <p><u>For tickets issued on/after 21 April 2020:</u></p> <ul style="list-style-type: none"> as per Fare Rules <p><u>For tickets issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice</u></p> <ul style="list-style-type: none"> refunds to OFOP is prohibited refer to Future Flight credit policy for use of credit | <p><u>For tickets issued on/after 21 April 2020:</u></p> <ul style="list-style-type: none"> as per Fare Rules <p><u>For tickets* issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice:</u></p> <ul style="list-style-type: none"> refunds to OFOP is prohibited refer to Future Flight Credit Policy for use of credit | <p><u>For tickets issued on/after 21 April 2020:</u></p> <ul style="list-style-type: none"> where no suitable alternative arrangements are available; refund to original form of payment with fees waived is permissible[^] <p>[^]NOTE: For bookings made with a Future Flight credit as the form of payment, refund is to Future Flight credit only</p> <p><u>For tickets issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice:</u></p> <ul style="list-style-type: none"> refunds to OFOP is prohibited refer to Future Flight credit policy for use of credit |
| POLICY EXCLUSIONS | <ul style="list-style-type: none"> Fees imposed by suppliers or other third parties E.G. agency services charges, gift cards, insurance etc | <ul style="list-style-type: none"> Fees imposed by suppliers or other third parties E.G. agency services charges, gift cards, insurance etc | <ul style="list-style-type: none"> Fees imposed by suppliers or other third parties E.G. agency services charges, gift cards, insurance etc |

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| <p>TICKET VALIDITY EXPLAINED</p> | <p><u>For Tickets/EMDs issued ON/BEFORE 20 April 2020:</u></p> <ul style="list-style-type: none"> - These are Future Flight Credits (either FFC Travel Bank or FFC Open Tickets in Credit) – refer to Future Flight Credit Policy <p><u>For Tickets/EMDs issued BETWEEN 21 April 2020 and 30 June 2020</u></p> <ul style="list-style-type: none"> - These tickets are Standard Travel Bank Credits or Standard Open Tickets which have since expired – no extension provided. <p><u>For Tickets/EMDs issued BETWEEN 1 July 2020 and 30 July 2021</u></p> <ul style="list-style-type: none"> - These tickets are Standard Travel Bank Credits or Standard Open Tickets which can be used until 31 July 2022 for travel up to 30 June 2023. - Standard Travel Bank - Extension on validity will occur automatically - Standard Open Tickets – Can be used prior to 31 July 2022, please note the following: <ul style="list-style-type: none"> o Tickets issued where first outbound sector travel date was between 01 July 2020 – 31 October 2020 have had validity auto extended to 731 days from first unused coupon date (i.e. first coupon travel date 01 July 2020, new validity 01 July 2022). o Partially used tickets where there is an unused coupon may be reissued to extend the validity. Reissue process in relation to re-assessing the fares, associated rules and conditions must be applied. o Tickets that have since expired, may be reinstated for exchange by calling Virgin Australia Industry Support. Reinstated ticket must be exchanged within 24hours of reactivation. Tickets are only available for reinstatement inside 12-months post expiry date. Any ticket not reinstated within 12-months of expiry will be forfeited. <p><u>For Tickets/EMDs issued ON/AFTER 31 July 2021:</u></p> <ul style="list-style-type: none"> - Please refer to the Ticket and EMD Validity Policy. | |
| <p>CALCULATING CREDIT OR REFUND ON PARTIALLY USED TICKETS</p> | | <p>How to calculate value of credit or refund for a partially used ticket.</p> <p>NOTE: Partially flown tickets can only be credited/refunded where coupons are in sequence.</p> <p><u>Voluntary Change</u> (Turn around point must be reached)</p> <ul style="list-style-type: none"> - International: Calculate the historic value of a one-way journey of the flown sectors using an historic fare display based on the original date of issue and the same RBD and deduct from the value of the paid ticket. Credit is the residual value less cancellation fee (if applicable). Unused taxes can be credited. - Domestic: Calculate the historic value of the flown sectors using an historic fare display based on the original date of issue and the same RBD and deduct from the value of the paid ticket. Cancellation fee must be applied. <p><u>Involuntary Change</u></p> <ul style="list-style-type: none"> - Calculate the historic value of the flown sectors using an historic fare display based on the original date of issue and the same RBD and deduct from the value of the paid ticket. Cancellation fee waived; Unused taxes can be credited. |
| <p>WAIVER CODE</p> | | <p>Waiver code BW000186 applies to all bookings</p> |
| <p>SUPPORTING POLICIES/ PROCESSES & GUIDELINES</p> | | <p>All Policies: https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides</p> |

Appendix A – Refund Due Vaccination Requirements for International flights

This Appendix applies for customers ticketed on/before 01Dec21 who are unable to meet Virgin Australia vaccination requirements for international travel.

OVERVIEW

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| IMPACTED CITIES/REGIONS | International From Denpasar (Indonesia), Nadi (Fiji) and Queenstown (New Zealand) |
| POS | All |
| APPLICABLE TICKETS | Valid 795 tickets and EMD's Issued on or before 01 December 2021 |
| IMPACTED TRAVEL DATE | To system range |
| APPLICABLE TO REBOOK ON | VA Operated / VA Marketed flights |
| NEW TRAVEL DATES | Travel to System Range |
| REBOOK/CHANGE | <u>General Conditions</u> <ul style="list-style-type: none"> - Reissue before scheduled flight departure - Changes permitted with change fee waived (not applicable to name changes) - All other fare rules apply |
| | <u>Same Origin/Destination</u> <p>Book in same fare class as originally ticketed</p> <ul style="list-style-type: none"> - Change fee waived <p>Book in different fare class as originally ticketed</p> <ul style="list-style-type: none"> - Change fee waived - One change permitted within same cabin where original class is not available with no fare difference payable <p><i>Note: If the new fare is lower than the original ticketed fare, any residual amount will be forfeited. Please process as an even exchange. Where form of payment was Future Flight credit, please refer to the Future Flight Credit Policy.</i></p> |
| | <u>Different Origin / Destination</u> <ul style="list-style-type: none"> - Change fee waived - Fare differences payable including Tax differences |

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| <p>CREDIT</p> | <p><u>General Conditions</u></p> <ul style="list-style-type: none"> - For tickets issued on or before 01 December 2021 - Cancel before scheduled flight departure - Cancel fee waived <p>For tickets issued on/after 21 April 2020 until further notice:</p> <ul style="list-style-type: none"> - a credit may be issued in the form of Travel Bank / unused ticket <p>For tickets issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice:</p> <ul style="list-style-type: none"> - credits are to be treated as per the Future Flight Credit Policy <p>Tickets issued post 01 December 2021 are subject to fare rules and current Commercial Policies.</p> |
| <p>REFUND (TO ORIGINAL FORM OF PAYMENT)</p> | <p>Refunds must be processed prior to the ticketed date of travel</p> <ul style="list-style-type: none"> - refunds must be processed through the travel agent or Guest Contact Centre and are not automated - refund fee is waived <p>For tickets issued after 01 December 2021:</p> <ul style="list-style-type: none"> - as per Fare Rules <p>For tickets issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice:</p> <ul style="list-style-type: none"> - refunds to OFOP is prohibited - refer to Future Flight Credit Policy for use of credit |
| <p>POLICY EXCLUSIONS</p> | <p>Fees imposed by suppliers or other third parties E.G. agency services charges, gift cards, insurance etc</p> |
| <p>WAIVER CODE</p> | <p>Waiver code BW000218 applies to impacted bookings</p> |