

## Virgin Australia Ticketing Policy

### Table of Contents

1.0	Outline
2.0	Terms and Definitions
3.0	Fares and Ticketing
3.1	Example: Domestic Reissue
3.2	Example: International Reissue
4.0	E-Ticket, EMD and Fare Validity
4.1	Sequential Use
4.2	Domestic Ticket Validity
4.3	International Ticket Validity
4.4	Maximum Stay
4.5	Extension of Validity
4.6	EMD Validity
5.0	Voluntary Changes
5.1	Example: New Fare Calculation – Domestic
5.2	Example: New Fare Calculation – International
5.3	When can ticket be revalidated, reissued and exchanged
5.4	Example: TTL Restrictions – Domestic 1
5.5	Example: TTL Restrictions – Domestic 2
5.6	Example: TTL Restrictions – International 1
5.7	Example: TTL Restrictions – International 2
5.8	Example: TTL Restrictions – International 3
6.0	Voiding Tickets
7.0	Cancellations
8.0	Refunds
8.1	Example: Domestic

# TICKETING POLICY

DECEMBER 2021



## 1.0 OUTLINE

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

- › Fares and Ticketing
- › Rebooking, Reissues and Exchanges
- › Voids, Cancellations and Refunds

## 2.0 TERMS / DEFINITIONS

Terms	Definitions
<b>VA</b>	Virgin Australia
<b>ADM</b>	Agency Debit Memo is an industry standard document sent from an airline to a travel agent as a charge for failing to comply with booking and/or ticketing rules for air travel.
<b>Ticket</b>	A document that entitles a Guest to travel on flights operated or marketed by VA, issued as an e-ticket.
<b>EMD</b>	Electronic Miscellaneous Document is an industry standard document used to pay for ancillary charges and service fees. They can be for flight-related services (EMD-A) or a collection of change fees and group deposits (EMD-S).
<b>E-Ticket</b>	A ticket issued electronically, which is comprised of Electronic Coupons, and authorises a Guest to travel from one point to another.
<b>Electronic Coupon</b>	An electronic flight coupon or other value document in electronic record form held in the VA database.
<b>Fare Construction</b>	The text details of a customers' itinerary identifying the destination where a given fare begins and ends and any transfer or stops in-between, including the airline codes booked and the monetary value in NUC's. Terminal points are where a fare component breaks.
<b>Fare Component</b>	A portion of an itinerary between two consecutive fare construction points. If the journey has only one fare component, the points of origin and destination are the only fare construction points.
<b>ISH</b>	International Short Haul
<b>NUC</b>	Neutral Unit of Construction a non-currency form of value for the sole purpose of fare construction, usually equal to the USD. An applicable ROE is used to convert the NUCs into the currency of the fare e.g.: AUD)
<b>ROE</b>	Rate of Exchange is notified by IATA to convert local currency fare to NUC and to convert total NUC amounts to the currency of the country of commencement of transportation.
<b>Married sector logic</b>	Married segments restrict the availability end-to-end between two points.
<b>Overseas based agents</b>	Any agent who resides outside of Australia and sells VA tickets in a currency other than Australian dollars.

# TICKETING POLICY

DECEMBER 2021



<b>Pricing Unit</b>	A journey or part of a journey which is priced as a separate entity i.e. is capable of being ticketed separately. A Pricing Unit can also be a Fare Component.
<b>PNR</b>	Passenger Name Record (Reservation record locator)
<b>Private Fares</b>	Specially negotiated fares between VA and specific travel agencies/consolidators. They can be identified by a ticket designator and in most cases a tour code.
<b>Published Fares</b>	Fares available for sale through all distribution channels.
<b>Revalidation/Rebooking</b>	The change of a reservation which does not require ticket reissue or exchange.
<b>Reissue</b>	Taking a partially used e-ticket, post departure, and re-assessing the fare to support the revised itinerary based on fares, associated rules and conditions that were applicable at the time of original ticket issuance. .
<b>Exchange</b>	Taking a wholly unused e-ticket, prior to departure, and applying it as payment towards a revised itinerary.
<b>Validity</b>	The applicable period during which the e-ticket may be utilised i.e.: it remains valid for presenting for travel or exchange or refund.
<b>Booking and Service Fee or Payment Surcharge</b>	Payment Surcharge applies to tickets issued in Australia or New Zealand and paid for by debit or credit card.

## 3.0 FARES AND TICKETING GUIDELINES

- › Whilst the majority of VA fares are loaded as one way, they may be sold one way, return or open jaw.
- › Certain markets may have pure one way and return fares available.
- › E-Tickets and EMDs must be used in sequential order.
- › Waitlisting is permitted for certain fare types. Refer to the fare rules for waitlist restrictions, unwanted waitlists must be cancelled immediately.
- › Travel via the point of origin on the same ticket is not permitted (see below for exception), including multiple sectors of the same city pair, in the same direction.

### For example:

- SYD-BNE /- SYD-BNE **(Not Permitted)**
- SYD-CNS /- CNS x/SYD-MEL **(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.
  - **Exception: Domestic only**
    - The same city pair can appear on a fare calculation line more than once on a reissued or exchanged ticket only if the original exchange coupon was a single pricing unit.

# TICKETING POLICY

DECEMBER 2021



Existing Itinerary - Domestic	New Itinerary
<ul style="list-style-type: none"><li>• SYD MEL 10MAR22</li><li>• MEL SYD 14MAR22</li></ul>	<ul style="list-style-type: none"><li>• SYD MEL 10MAR22 – Travelled on</li><li>• MEL SYD 14MAR22 – Put into credit</li><li>• SYD MEL 25MAR22 – New Flight - PERMITTED</li></ul> <p>Guest has used SYD MEL and cancelled MEL-SYD and put into credit for a later date. Guest decides to use credit for a SYD-MEL flight. The reissue is permitted** if the new fare is equal or higher value and the fare calculation line now reflects SYD MEL // SYD MEL</p> <p>** Domestic Only. Not permitted on International fares.</p>

Existing Itinerary – International	New Itinerary
<ul style="list-style-type: none"><li>• BNE DPS 10MAR22</li><li>• DPS BNE 14MAR22</li></ul>	<ul style="list-style-type: none"><li>• BNE DPS 10MAR22 – Travelled on</li><li>• DPS BNE 14MAR22 – Put into credit</li><li>• BNE DPS 25MAR22 – New Flight – NOT PERMITTED</li></ul> <p>Guest has used BNE DPS and cancelled DPS-BNE and put into credit for a later date. Guest wants to use their credit for a BNE-DPS flight. Exchanging the IB flight DPS-BNE for the same route as the original OB flights BNE-DPS is not permitted. The fare is filed as a return and must remain part of the one pricing unit.</p>

- › Australian based agents are required to collect GST (UO tax) on domestic Australia tickets and applies to fares, taxes and fees.
  - **Exceptions:**
    - Domestic tickets issued in conjunction with an international ticket are exempt from charging the GST. The international ticket number must be added to the “issued in conjunction” box on the domestic ticket when GST is waived.
    - The fare was purchased by a non-resident who was outside of Australia at the time of purchase.
- › Married sector logic is enforced by VA.

## Booking and Service Fee

- › [VA Website - Booking and Service Fees](#)
- › [VA Agency Hub - Payment Surcharge Policy](#)
- › [GCC – Refer to Payment Policy on Hub](#)

## 4.0 E-TICKET, EMD AND FARE VALIDITY

### Sequential use

E-tickets and EMDs are valid only for transportation or ancillaries as shown on the document. Flight and ancillary coupons shall be honoured only in sequential order. These documents (E-tickets and EMDs) will not be honoured and will lose their validity and fare paid will be forfeited if coupons are not used in the sequence as issued.

### Domestic Tickets

#### Maximum Stay

- › Domestic ticket is valid for 12 months from **date of original issue**. All travel must be completed by this date.

#### Original Ticket Issue

- › The ticket expires and is not valid for travel, reissue, exchange or refund 12 months from **the date of original ticket issue**.

#### Example:

- › Original date of issue 01NOV21
- › Not Valid After 01NOV22

#### Reissue of Domestic to Domestic Ticket

- › Reissue/Exchange must occur prior to the original ticket expiry date, 12 months from **the date of original ticket issue**.
- › For any subsequent reissues, exchanges or cancellations, ticket expires and is not valid for travel, reissue, exchange or refund 12 months from **the date of original ticket issue**.

#### Example:

- › Original date of issue 01NOV21
- › Date of reissue/exchange 01JAN22
- › Not Valid After 01NOV22

#### Exchange of Domestic to International Ticket

- › Domestic ticket must be exchanged prior to the ticket expiry date, 12 months from **date of original issue**. The subsequent international ticket is not valid for travel, reissue, exchange, or refund 12 months from **date of exchange**.
- › If the international ticket is cancelled and travel date of exchange **has not** commenced, the ticket expires and is not valid for travel, exchange, or refund 12 months from **date of exchange**.

#### Example:

- › Original date of issue 01JUN21
- › Date of reissue/exchange 29MAY22
- › Not Valid After 29MAY23

# TICKETING POLICY

DECEMBER 2021



## International Tickets

### Maximum Stay

- › International ticket is valid for 12 months from **date of the first outbound flight**. All travel must be completed by this date, unless otherwise specified in the fare rule.
- › After departure of the first outbound fare component has commenced, the maximum stay requirement of the ticketed fare applies, unless the whole itinerary is re-priced to a fare permitting a longer maximum stay.

### Original Ticket Issue

- › For tickets where travel **has not** commenced, the ticket expires and is not valid for travel, reissue, exchange or refund after 12 months from **the date of original ticket issue**.

### Reissue of International to International Ticket

- › International ticket must be reissued prior to the ticket expiry date, 12 months from **date of original issue**.
- › For any subsequent reissues or cancellations, ticket expires and is not valid for travel, reissue, or refund 12 months from **date of original issue**.
- › At any time after commencement of the first flight, the ticket may be reissued in accordance with the permitted maximum stay.

### Reissue Example:

- › Original date of issue 01JUN21
- › Date of reissue 29MAY22
- › Not Valid After 01JUN22

### Exchange of International to International Ticket

- › International ticket must be exchanged prior to the ticket expiry date, 12 months from **date of original issue**.
- › For any subsequent exchanges or cancellations, ticket expires and is not valid for travel, exchange, or refund 12 months from **date of exchange**.

### Exchange Example:

- › Original date of issue 01JUN21
- › Date of exchange 29MAY22
- › Not Valid After 29MAY23

### Exchange of International to Domestic Ticket

- › International ticket must be exchanged prior to the ticket expiry date, 12 months from **date of original issue**. The subsequent domestic ticket is not valid for travel, exchange, or refund 12 months from **date of exchange**.
- › If the domestic ticket is cancelled and travel date of exchange **has not** commenced, the ticket expires and is not valid for travel, exchange, or refund 12 months from **date of exchange**.

### Exchange Example:

- › Original date of issue 01JUN21
- › Date of exchange 29MAY22
- › Not Valid After 29MAY23

# TICKETING POLICY

DECEMBER 2021



## Extension of Validity

- › The validity of a ticket may be extended if travel is disrupted by an event beyond the airlines control through a waiver by authorised VA employees.

## EMD validity

- › EMDs are valid for 12 months from the date of the first outbound flight, or if the EMD remains unused, 12 months from the **date of original issue**.

## 5.0 VOLUNTARY CHANGES GUIDELINES

- › Fares must be reassessed when a change is made to a ticketed booking.
- › When processing manually, change fees for are collected on the ticket as a YR tax (Domestic travel includes GST in the total amount that is added to the UO tax on the ticket).
- › Base fare of the new itinerary must be equal or higher than the original base fare. (see 0.99c exception rule - 'Reissue Safety Net')
- › All change fees apply per person, per ticket and must be collected in addition to any applicable increase in fare, surcharges, and tax at time of voluntary reissue/exchange.
- › The advance purchase of the new fare be adhered to in the event of a reissue or exchange.
- › Where changes are permitted; reprice the base fare depending on:
  - One Way or Return Fare components and
  - Before or After departure.
- › VA published gross fares can be exchanged/reissued to any published gross VA fares, subject to the conditions of the ticketed fare.
- › VA published gross fares cannot be exchanged/reissued to any VA nett fare.

Fare Type Ticketed	Reissue Fare Type Allowed
Public Gross	Published Gross / Private Gross
Private Gross	Private Gross / Published Gross
Private Nett	Private Nett / Published Gross

- › Where permitted by the fare rules, VA fares can be exchanged to a fare from any other country of origin or point of sale.

# TICKETING POLICY

DECEMBER 2021



New Fare Calculation - Domestic			
	Rebooking/ Revalidation	Reissue	Exchange
<b>Change BEFORE departure</b>	Historical fare levels	<b>Fare components changing –</b> Current fare levels  <b>Fare components not changing –</b> Historical fare levels	<b>Fare components changing –</b> Current fare levels  <b>Fare components not changing</b> Historical fare levels
<b>Change AFTER departure</b>	Historical fare levels	<b>Fare components changing –</b> Current fare levels  <b>Fare components not changing –</b> Historical fare levels	N/A

New Fare Calculation – International			
	Rebooking/ Revalidation	Reissue	Exchange
<b>Change BEFORE departure</b>  Change to <u>first</u> fare component of outbound pricing unit	Historical fare levels and ROE	N/A	Current fare levels and ROE
<b>Change BEFORE departure</b>  Change to <u>subsequent</u> fare components of pricing unit	Historical fare levels and ROE	N/A	Historical fare levels and ROE
<b>Change AFTER departure</b>	Historical fare levels and ROE	Historical fare levels and ROE	N/A



# TICKETING POLICY

DECEMBER 2021



## When is a ticket required to be Revalidated, Reissued or Exchanged?

- **Revalidation** is only permitted where (all below conditions must apply):
  - Only VA operated flights
  - No change fee is applicable (as per fare conditions)
  - No change to the routing
  - No change to the RBD
  - No change to the fare basis
  - No change to the base fare or tax value
- **Reissue / Exchange** is required where (any one below conditions apply):
  - Change fee is applicable
  - Routing has changed
  - RBD has changed
  - Fare basis has changed
  - Base fare of original fare basis has increased/decreased (see 0.99c exception rule - 'Reissue Safety Net')
  - Taxes have increased/decreased (see 0.99c exception rule - 'Reissue Safety Net')
- **Reissue Safety Net**
  - If the Base Fare and/or Ticket Taxes have increased or decreased by a value of no more than 0.99c, and the RBD, fare basis and routing remain the same - an even exchange is permitted. No residual refund is permitted.

Fare Rules Stipulate	Revalidate	Reissue/Exchange
No Change fee applicable	Required	Not required, but Permitted
Change fee applicable	Not Permitted	Required

## When an itinerary is presented for revalidation/reissue/exchange with multiple fare types:

**Domestic travel** - when multiple fare components are present with different fare basis codes, apply the fare rule of the fare component that is being changed. If more than one fare component is being changed apply the most restrictive fare rule.

**International travel** - when multiple fare components are present with different fare basis codes, apply the most restrictive fare rule.

# TICKETING POLICY

DECEMBER 2021



## Domestic Example 1:

Existing Itinerary	New Itinerary
<ul style="list-style-type: none"><li>MEL SYD 10MAR22 LITE</li><li>SYD BNE 15MAR22 CHOICE</li><li>BNE PER 20MAR22 FLEX</li><li>PER MEL 25MAR22 FLEX</li></ul>	<ul style="list-style-type: none"><li><b>MEL SYD 12MAR22 LITE - changing</b></li><li>SYD BNE 15MAR22 CHOICE</li><li><b>BNE PER 21MAR22 FLEX - changing</b></li><li><b>PER MEL 26MAR22 FLEX - changing</b></li></ul> <p><b>Three fare components changing:</b> the most restrictive fare rule LITE applies.</p> <p><b>Outcome:</b> exchange ticket collecting applicable fee's as per LITE fare rules plus additional fare and tax difference.</p>

## Domestic Example 2:

Existing Itinerary	New Itinerary
<ul style="list-style-type: none"><li>MEL SYD 10MAR22 LITE</li><li>SYD BNE 15MAR22 CHOICE</li><li>BNE PER 20MAR22 FLEX</li><li>PER MEL 25MAR22 FLEX</li></ul>	<ul style="list-style-type: none"><li>MEL SYD 12MAR22 LITE</li><li><b>SYD BNE 15MAR22 CHOICE - changing</b></li><li>BNE PER 21MAR22 FLEX</li><li>PER MEL 26MAR22 FLEX</li></ul> <p><b>One fare component changing:</b> the fare rule of CHOICE will apply.</p> <p><b>Outcome:</b> exchange ticket collecting applicable fee's as per CHOICE fare rules plus additional fare and tax difference.</p>

## International Example 1:

Existing Itinerary	New Itinerary
<ul style="list-style-type: none"><li>BNE NAN 10MAR22 LITE</li><li>NAN BNE 15MAR22 CHOICE</li></ul>	<ul style="list-style-type: none"><li><b>BNE NAN 08MAR22 LITE - changing</b></li><li>NAN BNE 15MAR22 CHOICE</li></ul> <p><b>Outbound fare component changing 'Before Departure':</b> reprice itinerary using current fares and the most restrictive fare rules for LITE applies.</p> <p><b>Outcome:</b> exchange ticket collecting applicable fee's as per LITE fare rules plus additional fare and tax difference.</p>

# TICKETING POLICY

DECEMBER 2021



## International Example 2:

Existing Itinerary	New Itinerary
<ul style="list-style-type: none"><li>BNE NAN 10MAR22 LITE</li><li>NAN BNE 15MAR22 CHOICE</li></ul>	<ul style="list-style-type: none"><li>BNE NAN 10MAR22 LITE - UNUSED</li><li><b>NAN BNE 20MAR22 CHOICE - changing</b></li></ul> <p><b>Inbound fare component changing 'Before Departure'</b>: reprice itinerary using historical fares and the most restrictive fare rules for LITE applies.</p> <p><b>Outcome</b>: reissue ticket collecting any applicable fee's for LITE fare rules plus additional fare and tax difference.</p>

## International Example 3:

Existing Itinerary	New Itinerary
<ul style="list-style-type: none"><li>BNE NAN 10MAR22 LITE</li><li>NAN BNE 15MAR22 CHOICE</li></ul>	<ul style="list-style-type: none"><li>BNE NAN 10MAR22 LITE – USED</li><li><b>NAN BNE 20MAR22 CHOICE – changing</b></li></ul> <p><b>Inbound fare component changing 'After Departure'</b>: reprice itinerary using historical fares and the most restrictive fare rules for LITE applies.</p> <p><b>Outcome</b>: reissue ticket collecting applicable fee's for LITE fare rules plus additional fare and tax difference.</p>

## 6.0 VOID GUIDELINES

- › Voiding of E-tickets, EMD's, exchanges, reissues or refund transactions are permitted if actioned:
  - On the same day by 2359
  - By city of issue
  - By same issuing office and agent
  - Within the same GDS
  - Within the same IATA agency code
- › Post void transaction, reservation must be updated to ensure the itinerary matches the active ticket, or that all unwanted itinerary segments are cancelled.

## 7.0 CANCELLATION GUIDELINES

- › Cancellations are permitted at any time, please ensure flights are cancelled from the reservation to release inventory as failure to do so will result in a no show and applicable fees.
- › Where the fare rules state that a refund of the e-ticket is permitted, cancellation fees may apply and are charged per ticket (plus GST for domestic bookings) at time of cancellation.
- › Partial cancellations of round/circle trip journeys will require reassessment from point of origin.
- › Cancellation outside fare conditions will result in forfeit of fare.

## 8.0 REFUND GUIDELINES

- › Refer to the original fare rule when requesting a refund.
- › Before applying for a refund all flight sectors must be cancelled.
- › Refunds out of sequence are not permitted and risk receiving an ADM.
- › Refund must be processed back to the OFOP.
- › Airline fees (YR,OB) are non-refundable.
- › Refunds for insurance purposes can only be submitted after applicable travel date.
- › If a ticket has been reissued/exchanged, submit the refund request against the most recent ticket.
- › The refund request must be submitted and processed within 12 months of the original date of issue.
- › Any refund request received outside 12 months of original date of issue are non-refundable and the ticket is considered forfeited.
- › Refund or retaining flights in credit of fare and taxes of unused coupons is subject to fare conditions.
- › In the event an upgraded fare (i.e. original non-refundable fare has been upgraded to a refundable fare) is subsequently cancelled, the ticket remains non-refundable as per the original fare conditions but is permitted to be held in credit as per new fare conditions (**see below example**):
- › **Domestic:**
  - When multiple fare components are present with different fare basis codes, apply the rule of the fare component that is being cancelled. If more than one fare component is being cancelled apply the most restrictive rule when referring to the credit/refund conditions.
- › **International:**
  - When multiple fare components are present with different fare basis codes, apply the most restrictive rule when referring to the credit/refund conditions.

### Domestic Example:

#### Existing Itinerary

**Original date of issue:** 01FEB22

MEL SYD 10MAR22 LITE

**Ticket exchanged:** 01MAR22

MELSYD 15MAR22 FLEX

**Guest unable to travel:** cancellation conditions of the original LITE fare rule applies.

**Outcome:** non-refundable, but the full value of the ticket can be held in credit as per the upgraded fare conditions of FLEX.

# TICKETING POLICY

DECEMBER 2021



## **GDS Automated refunds to be processed for the following:**

- › Ticket coupon status must be 'OK'.
- › All travel must be completed, or any future flights cancelled in the GDS.
- › Refunds can only be processed by the same ticketing IATA and GDS as the ticket was issued.
- › Completely unused or partially used tickets.
- › Waiver code must be present if standard fare rules are not met. This must be approved by VA and is subject to ADM if not used as authorised.

## **BSP Link Manual refunds to be processed for the following:**

In the rare occasion that a ticket-coupon is not in an OK status but there are valid grounds for a refund the refund cannot be processed via the GDS and must be processed via BSPLink as a manual refund request.

- › Prior to an Agent raising a request, an authorisation waiver must be obtained from the VA agent support desk
- › When processing manually, cancellation fees are collected on the ticket as a YR tax (Domestic travel includes GST in the total amount that is added to the UO tax on the ticket).
- › Please note: VA will apply an administration fee to any BSP link manual refund request which can be processed via the GDS as an automated refund.