

## Virgin Australia Commercial Policy

### Guests Affected by the Queensland Floods

As a result of the flooding affecting Brisbane, Virgin Australia has issued waiver code **BW000225**. This code may be used to waive change fee and fare difference for guests directly affected by weather disruptions and need to change their travel plans. Please refer to the information below regarding conditions surrounding this waiver code.

#### General information

<b>CONDITIONS</b>	<ul style="list-style-type: none"><li>- The waiver code is valid for any guests holding a valid Virgin Australia (795) ticket issued on or before 27 February 2022 with departures from 25 February 2022 until 07 March 2022 (inclusive) and travelling to/from Maroochydore (MCY), Brisbane (BNE), Coolangatta (OOL), Ballina (BNK), Coffs Harbour (CFS), Newcastle (NTL) and Sydney (SYD). Guests whose flights are to/from affected ports are eligible to use this waiver code.</li><li>- All changes must be made prior to the original ticketed departure. New travel dates must be within ticket validity.</li><li>- You, the Agent can reissue the ticket in-house on Virgin Australia (795) ticket stock.</li><li>- All details of the original ticket are to be shown on the new ticket including fare basis and fare calculation.</li><li>- The waiver code BW000225 must be entered into the endorsement box of the new ticket issued.</li><li>- The waiver code is valid until 23:59 AEST, 11 March 2022. Use of this waiver code outside these conditions may result in your agency receiving an Agent Debit Memo (ADM) from Virgin Australia.</li><li>- All other rules and conditions of the ticket remain unchanged.</li></ul>
<b>ALTERNATIVE OPTIONS IF REVISED ITINERARY ROVIDED IS NOT SUITABLE</b>	<p><b>Changes</b></p> <ul style="list-style-type: none"><li>- Guests may rebook to another service (with change fees waived):</li><li>- To the same destination/same cabin for travel no later than 14 days from the original travel date. No fare difference to be charged.</li><li>- To a different destination for travel no later than 14 days from original travel date. Fare differences are to be paid for by the guest.</li></ul> <p><b>Credit</b></p> <ul style="list-style-type: none"><li>- Guest can retain the value of the ticket as credit for 12 months from the original ticket issuance date.</li></ul>

For further updates or more information, please contact our Virgin Australian Industry Support team on 136 737. Thank you for your ongoing support.