

RETAINING RESIDUAL FOR FUTURE FLIGHT CREDIT POLICY

UPDATED 9 November 2020
Version 1.1



Retaining Residual for Future Flight Credit Policy

Commercial Policy

ISSUE DATE	22 October 2020
SUPERSEDES	<input checked="" type="checkbox"/> Least and Most Restrictive Fare Rules Policy <input checked="" type="checkbox"/> Rebooking Reissue and Exchange Policy <input checked="" type="checkbox"/> VCR and EMD Validity Policy <input checked="" type="checkbox"/> Use of un-used tickets relating to COVID-19 Policy
NOTES	<ul style="list-style-type: none"> - For all conditions associated with Retaining Residuals refer to our Process Guide and FAQs - Refer to the Future Flight Credit (FFC) Policy for additional information

Policy Details

INTENT	<p>This policy applies to those customers holding a 795 issued Future Flight credit (FFC)</p> <p>This policy does not apply to a customer led voluntary change or travel cancellations for reasons unrelated to COVID19.</p> <p>This policy does not apply to credits from tickets issued on / after 21April 2020. Refer to the Commercial Policy – Change fee Waiver for New International and Domestic Bookings to establish the treatment for these tickets when impacted by COVID.</p> <p>This Policy outlines the process for managing the customer credit where the new fare purchased, using the credit, is lower than the original ticketed fare and any residual amount needs to be retained for future use.</p> <p>Customers who elect to retain the value of the ticket in credit are entitled to a free change at time of reissue to Pseudo flight to hold funds in credit.</p>
FUTURE FLIGHT CREDIT CONDITIONS	<ul style="list-style-type: none"> - Future Flight Credit is valid for bookings until 31 July 2022 - Any remaining credit where travel has not been ticketed by 31 July 2022 will be forfeited - Tickets issued where first outbound sector travel date was between 01January 2020 – 31 October 2020 have had validity auto extended to 731 days from first unused coupon date (i.e. first coupon travel date 01 January 2020, new validity 01 January 2022) - Unused tickets may be exchanged to a new travel date to extend validity where: <ul style="list-style-type: none"> o Original credit was valid as at 20 April 2020 - Extending validity: <ul style="list-style-type: none"> o Tickets exchanged with a new travel date that is prior to 31October 2020 will have validity auto extended o Tickets exchanged with a new travel date outside 01 January 2020 – 31October 2020, will have a 12-month validity. To further extend validity beyond that 12-months through to 31 July 2022, Agent must exchange to new travel date and collect change fee and/or fare difference as per current Commercial Policy and fare rules o Tickets valid as at 20 April 2020 (Future Credit) but 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 12months post expiry date. Any ticket not reinstated within 12months of expiry will be forfeited 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 <p>Refer to the current Commercial Policy for information on the application of change fees.</p>

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GENERAL INFORMATION	<ul style="list-style-type: none">- Only 795 tickets held as a Future Flight credit are eligible- Only applies where Future Flight credit cannot be exchange/reissued to equal or higher fare- Only the value from unused flight coupons in the Future Flight credit plus the unused taxes can be transferred to the Pseudo flight- Ticket fees including but not limited to OB, YR, YQ, CP are not eligible for transfer to Pseudo flight as these fees are fully utilised- Once a customer has requested reissue to the Pseudo flight, the fare conditions from the original booking no longer apply- Cancel pseudo flight once reissue is completed- Any unredeemed value not used before the expiry date is non-refundable (except in certain circumstances including under the Australian Consumer Law).- The Pseudo Flight is VA5996 HDQBVI- The Pseudo flight travel date must be 10 months from date of Future Flight credit reissue to Pseudo e.g.: if the reissue from Future Flight credit to Pseudo occurs on 04Nov20, the Pseudo Flight travel date to book is 04Sep21- Pseudo Flight Booking Class is Y and Fare Basis Code is FFCPSEUDO- If the new fare is of a higher value than the existing ticketed fare, the fare difference is payable by the customer. Applicable ticket surcharges, fees and taxes may apply.- No-show policy applies; available credit will be forfeited in the case where Pseudo Flight is not cancelled prior to the date of booked departure
WAIVER CODE	Waiver code BW000192 applies to all bookings