

## Virgin Australia General Booking Policies

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# GENERAL BOOKING POLICIES

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## 1.0 OUTLINE

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

- › General Booking Restrictions
- › Standard Business Rules
- › E-ticket, EMD and Fare Validity
- › Name Corrections and Name Changes
- › Least & Most Restrictive Rules

## 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>ATPCO</b>	Airlines Tariff Publishing Company collects and distributes fare and fare-related data for the airline and travel industry.
<b>DOI</b>	Date of Issue
<b>EMD</b>	Electronic Miscellaneous Document is an industry standard document used to pay for ancillary charges and some service fees. They can be for flight-related services (EMD-A) or stand-alone fees (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>Exchange</b>	Taking a wholly unused ticket, prior to departure, and applying it as payment towards a revised itinerary.
<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>GDS</b>	Global Distribution System
<b>IATA</b>	International Air Transport Association
<b>Maximum Stay</b>	The maximum number of days or months permitted on a return airfare.
<b>Name Correction</b>	A correction to the name of the same ticketed person.
<b>No Show</b>	A traveller fails to board a flight.
<b>Name Change</b>	Using the value of an unused ticket as payment towards a new ticket in another person's name.
<b>OA</b>	Other Airline
<b>PNR</b>	Passenger Name Record
<b>Passive segments</b>	Segments entered into a GDS that does not result in a ticket being issued. Used by agents or online booking tools to generate itineraries.
<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>Reissue</b>	Taking a partially used ticket, post departure, and re-assessing the fare to support the revised itinerary.
<b>Advance Purchase</b>	Ticketing must be completed a minimum number of days before the flight departs.

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<b>Ticketing Time Limit (TTL)</b>	The date and time by which a ticket must be issued following completion of a reservation.
<b>Auto cancel</b>	Removal of unproductive or fraudulent bookings from inventory through cancellation.
<b>RBD</b>	Reservation Booking Designator
<b>RI</b>	Revenue Integrity
<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>SSR</b>	Special Service Request
<b>TFC</b>	Taxes, Fees and Charges
<b>UNMR</b>	Unaccompanied Minor
<b>Validity</b>	The applicable period during which the ticket may be utilised i.e.: it remains valid for presenting for travel or exchange or refund.

## 3.0 BOOKING CONDITIONS GUIDELINES

### Fare Rules

All VA fare rules that govern their use are published in ATPCO. These rules must be adhered to and can only be waived by authorised VA employees.

### Ticketing deadlines

All VA fares and resulting reservations are governed by the fare rules. In the event of multiple, differing ticketing deadlines eg. Fare TTL, Auto cancel and Advance Purchase, the most restrictive will apply.

### Most restrictive TTL

Itinerary constructed using fares with different TTLs. The most restrictive TTL will apply.

```
20NOV DEPARTURE DATE-----LAST DAY TO PURCHASE 06AUG/2359
  BASE FARE          TAXES/FEES/CHARGES      TOTAL
1-  AUD424.91        99.10XT          AUD524.01ADT
  XT    47.64UO      11.64WG          39.82QR
      424.91          99.10          524.01TTL
ADT-01 EZEVO LZFD0
  BNE VA SYD206.09VA BNE218.82AUD424.91END
NONREF/RESTRICTIONS APPLY/NONEND/PENALTIES APPLY
RESTRICTIONS APPLY/NONEND/PENALTIES APPLY
VALIDATING CARRIER SPECIFIED - VA
```

- › Booked date = 4AUG21
- › Travel date = 20NOV21
- › TTL Sector 1 = Ticket must be issued 2 days after reservations are made
- › TTL Sector 2 = Ticket must be issued 3 days after reservations are made.
- › Itinerary is constructed using a fare with a 2 day TTL on the outbound sector and 3 day TTL on inbound sector. Most restrictive TTL of 2 days will apply to entire itinerary.

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## TTLs where Advance purchase applies

```
01SEP DEPARTURE DATE-----LAST DAY TO PURCHASE 04AUG/2359
      BASE FARE          TAXES/FEES/CHARGES      TOTAL
1-    AUD246.09          52.91XT          AUD299.00ADT
      XT      27.18UO          5.82WG          19.91QR
      246.09          52.91          299.00TTL
ADT-01 IZB80A28
      BNE VA SYD246.09AUD246.09END
NON ENDORSABLE
VALIDATING CARRIER SPECIFIED - VA
```

- › Booked date = 4AUG21
- › Travel date = 1SEP21
- › Days to departure = 28
- › TTL = Ticket must be issued 3 days after reservations are made or at least 28 days before departure, **whichever is earlier.**
- › Fare is booked 28 days prior to departure. Since ticket needs to be issued at least 28 days before departure, the 3 day TTL does not apply and ticket must be issued by midnight prior to fare expiring at 28 days before departure.

## Change and Cancellation Fees and No-Show penalty

Change, cancellation fees are applied per ticket and are non-refundable. These fees may be applicable each time the Guest changes and/or cancels a booking outlined by the fare rules.

A no-show penalty is a complete forfeit of the fare paid when a Guest fails to board a flight where the ticketed reservation has not been cancelled.

## Passenger Names

- › Bookings must be made with the Guest name (first and last only) as it appears on their valid identification or passport.
- › Names should always be entered in the order of adults, children, then infants.
- › Surnames should omit spaces, apostrophes, and hyphens.
- › When a Guest is legally known by one name only, this name should be repeated in the booking as both first and last name (e.g. Guest known as 'Jones', enter JONES/JONES).
- › When the Guest is legally known by a single character, this character should be entered into the first and last name field, with additional remarks in as an SSR code (CKIN) for check-in (e.g. Guest known as 'O', enter O/O).
- › When adding the Guest name into a booking, the system allows a minimum of one character in each name field and a maximum of 63 characters in a single name field, including the – at the start of the name field and the / separating the surname and first name. The last name can be up to a maximum of 29 characters on an e-ticket.
- › The following titles are also available: Adults: Mr, Mrs, Ms, Miss, Prof, Dr, Sir, Capt, Gen, Lady. UMNRS aged 12-15 years old –Mr, Ms, Miss. Children and infants occupying a seat and UMNRS aged 5-11 years old –Master and Miss.
- › Bookings held in fictitious passenger names are not permitted and are subject to auto cancel or ADM.

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## Passenger types and age restrictions

The passenger type must be applied at time of quoting to ensure the correct fare level is reflected. VA has pre-defined age restrictions for each passenger type, outlined below:

Passenger type	Age restriction
Infant without a seat (INF)	7 days old and less than 24 months
Infant with a seat (INS)	7 days old and less than 24 months
Child (CNN)	24 months to less than 12 years
Adult (ADT)	12 years +

- › An infant, who turns 2 prior to the commencement of the last flight segment, must be ticketed as a child for the entire duration of travel.
- › A child, who turns 12 prior to the commencement of the last flight segment, must be ticketed as an adult for the entire duration of travel.
- › An infant or child (under 12 years of age) must be accompanied by a passenger 15 years or older, a parent or a court appointed legal guardian who is 13 years or older, unless travelling as an unaccompanied minor (UMNR).
- › A single adult Guest can travel with 1 infant only.
- › Infants under 48 hours old or any infant requiring an incubator and/or ventilator cannot be accepted for travel.
- › Infants (over 48 hours old and less than 7 days old) require medical clearance.
- › There are a maximum number of infants allowed to be booked on a flight. Agents must refer to the infant inventory caps when confirming infant travel.
- › If a Guest has purchased a seat for their infant (INS), the infant must be on the lap of an accompanying adult secured with an infant seatbelt for take-off, landing and whenever the seatbelt sign is illuminated. Exception will be made for infants travelling with an approved child restraint system (CRST), securely fastened to the purchased seat.
- › An unaccompanied minor (UMNR) is a child aged between 5 to 11 years (inclusive) travelling alone. Any child aged 12 to 15 years may also travel as a UMNR at the request of the parent/legal guardian. Please refer to Unaccompanied Minor [policy](#) for further details.

## Infants

On both domestic and international flights, guests travelling with infants are entitled to take an additional 7kg carry-on baggage free of charge for essential baby products.

Baby products may include, but are not limited to:

- › Baby milk, including breast milk
- › Sterilised water
- › Juice
- › Baby food in liquid, gel or paste form
- › Disposable wipes

Guests travelling are permitted to check-in with their infant via the below channels:

- › Online check-in
- › Kiosk check-in
- › Airport check-in

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## Airport Check-In

Guests checking in at the airport for domestic travel are required to check-in 60 minutes prior to departure. Guests checking in for international flights are required to check-in 120 minutes prior to departure.

## Documentation

As stipulated within this document, proof of age may be required for the infant at time of check-in, so please ensure guests have the acceptable forms of identification required for travel. A valid passport and any necessary visas are required for infants on all international flights.

Boarding Guests travelling with infants are welcomed to board prior to other guests to facilitate the additional time it takes to be seated.

Virgin Australia also permits guests to have their pram/stroller tagged at check-in and remain with them for use within the terminal until it is collected by Ground Crew at the gate prior to boarding. Upon requests, guests can have their pram/stroller delivered to the gate at their transitioning point (for connections greater than 40 minutes) and/or arrival airport.

## Reservation ownership

Ownership of Travel Agency and Global Distribution System (GDS) bookings, including bulk ticket and inclusive ticket (BT/IT) bookings lie with the original booking agent/agency. Any voluntary changes requested by a guest should be referred to their agent unless:

- › The Guest is calling on day of departure.
- › The Guest is calling outside the travel agencies business hours and is scheduled to travel prior to the next business day.
- › The journey has commenced.
- › The Travel Agent and Guest have requested that VA take over the ownership of the reservation.

## Reservation system abuse

Reservation system abuse is not permitted by VA and may result in reservation cancellation and/or ADMs. This is inclusive, but not limited to the below examples.

- › **Speculative bookings** - Bookings held that block inventory for potential future sale which are not directly related to a request from a Guest.
- › **Duplicate bookings** - Two or more bookings made for the same passenger(s) may be cancelled if not corrected. Any ticketed duplicate bookings which are not cancelled prior to departure will constitute a no-show and no-show penalties will apply.
- › **Redundant segments** - Bookings which contain segments with the same origin and destination where both segments cannot possibly be used due to time overlap. Automated checks are performed and will warn of any suspected redundant segments via a vendor remark and the segment may be cancelled if not corrected.
- › **Inactive segments** - PNRs that contain any segments with the status of HX/NO/UC/UN/US/WK/WL must be removed at least 24 hours prior to departure or subject to an ADM.
- › **Churning** - Repeated cancellation and rebooking of the same segment(s) to extend fare TTL is not permitted.
- › **Dual GDS** (authorised agents only) - A trade partner that uses more than one GDS must book and ticket a specific passenger itinerary within the same GDS and IATA Agency Code. Creation of ticketed passive segments in another PNR and in another GDS is not permitted.

## Passive bookings

- Passive segments are solely permitted for the purpose of ticketing when it matches an existing booking held in the VA reservation system and strictly not permitted for administrative reasons and/or for the purpose of completing your PNR itinerary.
- Passive segments should never be used to prevent a booking from purging. Retention lines, or auxiliary segments, can be used to prevent a booking from purging. Please contact your GDS helpdesk for more information about using retention lines/auxiliary segments.
- Please note that passive segments can negatively impact active segments in the PNR. For example, if a passive segment is booked and simultaneously an active segment in the PNR is cancelled, VA may not receive the message to cancel/remove the active segment and convert to “no show” status at flight departure.

## Out of system date range bookings

At time of original ticket issue, if the inbound date is outside system range but inside maximum stay (ie. +331 days), please confirm an alternative inbound date that is within system range so the ticket can be issued as per fare rules. Once the return date is within system range, the same route and RBD must be confirmed. Ticket must then be reissued with the new date. Change fee can be waived in this instance by contacting VA. Applicable fare/tax difference must be paid in the case of changes to RBD or tax.

## 4.0 STANDARD BUSINESS GUIDELINES

- VA's IATA 3-digit ticket airline code is 795 and the 2-letter airline code is VA. All VA tickets will commence with 795.
- Once issued, tickets are non-transferable
- If VA issues a ticket for carriage on OA flights and airline designator code (interline), VA does so only as an agent for that OA, and that OA's conditions of carriage will apply.
- An open-dated ticket is not a confirmed booking.
- Tickets must be issued within the specified TTL.
- If a passenger fails to board a flight for which they hold a confirmed and ticketed booking it is considered a no show. Irrespective of check-in status, the applicable no-show penalty will apply if the booking is not changed or cancelled prior to the scheduled departure.
- VA allows a full refund of a deceased Guest's unflown flight/s or unused Travel Bank credit. An administrator/executor of the deceased Guest's estate must provide sufficient evidence that they are eligible to receive the funds of the deceased Guest's estate and evidence that the Guest is deceased. Upon receiving this evidence, the administrator/executor can elect to receive the refund or Travel Bank credit via:
  - Original form of payment (OFOP) or;
  - An alternative form of payment (FOP) or;
  - Transfer to an alternative Travel Bank account of choice.

## Flight Interruption Manifest (FIM)

As a result of OA disruptions Guest may be re-accommodated onto a VA flight.

## 5.0 - NAME CORRECTIONS

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**Name Corrections** are amendments to the booked guest's title, name (first/surname) or adding an unborn baby name.

Name Corrections are permitted for:

- › VA operated flights
- › Prior to outbound departure
- › Domestic and International reservations
- › Before and After ticketing

Supporting documentation to validate the name correction may be required. If VA provide a waiver code it must be added into the endorsement box of the ticket. The issuing office is the only office with the authority to reissue the ticket (if required).

For reservations issued which include a connection to or are in conjunction with a sector operated by an airline other than VA. Approval is required from the Other Airline before making a correction. In addition, confirmation the name correction has been accurately reflected in all linked reservations is also required before making a correction.

If there are Other Airlines in the PNR on a ticket stock other than VA (VA-795), it is the agent's responsibility to advise VA of this. The agent needs to get approval from the OA to amend the name in the same PNR. If approval is not obtained from the OA, then the following will apply:

1. The agent may have to cancel the original PNR and use the value of the unused ticket towards a new PNR reflecting the correct name, subject to current fare availability in the GDS. Any reissue fee, fare increase, or tax difference will apply and needs to be paid at the time of reissuance of the new PNR.

**Pre-Ticketing:** There is no Name Correction Service Fee before issuing a ticket.

**Post-Ticketing:** A breakdown of the Name Correction Service Fee applicable is outlined below.

Correction Type	Change fee to be charged	Name Correction Service Fee	Authority Required	Documentation Required
Up to 3 characters	No	Yes	No	No
More than 3 characters	Yes	Yes	Yes	Yes
Title (eg. Mr should be Mrs)	No	Yes	No	No
Shortened version of name (e.g. Liz should be Elizabeth)	Yes	Yes	Yes	No
Names entered in the wrong order (e.g. Elizabeth/Smith should be Smith/Elizabeth)	Yes	Yes	Yes	No
Formal name as per identification (e.g. change of marital status or gender status)	Yes	Yes	Yes	Yes



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Commonly referred to by a different name. (e.g. Guest goes by their middle name, or booked by their English name however have Chinese name on passport/identification)	Yes	Yes	Yes	Yes
Unborn infants	No - given the initial ticketed name is: (correct surname) BABY	No	Yes	No

Point of Sale	Name Correction Service Fee	Fee to be shown on ticket
Australia Domestic Itinerary	Yes	AUD \$40.00 YR AUD\$4.00 UO
Australia International Itinerary	Yes	AUD \$40.00 YR
Outside Australia Domestic Itinerary*	Yes	AUD \$40.00 YR
Outside Australia International Itinerary*	Yes	AUD \$40.00 YR

\*Please use the current BSR (Bankers Selling Rate) published on the day of reissue to convert the Name Correction Fee into the relevant currency.

## 6.0 NAME CHANGES - DOMESTIC

**Name Change** - using the value of an unused ticket, including taxes, as credit towards payment of a new ticket in another guest's name. Name Change fees may apply – refer to fare rules.

Not all fares permit name changes, however, upgrading to a fare that does allow name changes is permitted, provided the applicable fees/fare difference is collected.

### 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.
- › All tickets must be issued on 795 ticket stock
- › Codeshare flights are not eligible.

## 7.0 NAME CHANGES – INTERNATIONAL

Name Changes to a new guest's name are **not permitted**.

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## 8.0 LEAST AND MOST RESTRICTIVE CONDITIONS

### Least Restrictive

A least restrictive fare rule category indicates that any rule restrictions apply only within the fare component itself but do not extend beyond the fare component.

The Least Restrictive fare rule categories applicable to each individual fare component are as follows;

- 2 – Day/Time
- 3 – Seasonality
- 4 – Flight Application
- 9 – Transfers
- 11 – Blackout Dates
- 12 – Surcharges
- 17 – Higher Intermediate Point
- 19 – Children and Infant Discounts
- 50 – General conditions

### Most Restrictive

A most restrictive rule category indicates that rule restrictions apply to the entire pricing unit (i.e. if the rule on your first fare allows a maximum stay of 60 days and the second fare allows only 30 days, the maximum stay for the entire VCR or journey is 30 days).

The Most Restrictive fare rule categories applicable to the entire pricing unit are as follows;

- 1 – Eligibility
- 5 – Advance Reservations/Ticketing
- 6 – Minimum Stay
- 7 – Maximum Stay
- 8 – Stopovers
- 10 – Combinations
- 13 – Accompanying Travel
- 14 – Travel Restrictions
- 15 – Sales Restrictions
- 16 – Penalties (further dependencies on fare construction and change scenario – please see appendix 1).
- 18 – Ticket Endorsement
- 20 – Tour Conductor Discount
- 21 – Sales Agent Discount
- 22 – Other Discounts
- 23 – Miscellaneous Tags

Construction ► ▼ Scenario		Domestic	International (VA Fares Only)	Other International (Combination VA and OA Fares)	
		One Way and Double One-Way	One-Way, Round Trip, Open Jaw, Circle Trip and End-On-End	Round Trip, Open Jaw and Circle Trip	End-On-End
Exchange/ Reissue	Guest makes a change to only one fare component of a combination Ticket.	The rule of the changed fare component is applied. (i.e. single fee)	The most restrictive rule of all fare components on the VCR (whether or not it's flown) is	The most restrictive rule of all fare components on the VCR (whether or not it's flown) is	The most restrictive rule of the affected carrier is applied. (i.e. single fee)

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	<p>Guest makes a change to <b>more than one fare component</b> of a combination Ticket.</p>	<p>The most restrictive rule of the changed fare components is applied. (i.e. single fee)</p>	<p>applied, regardless of whether that fare component is being changed. (i.e. single fee)</p>	<p>applied, regardless of whether that fare component is being changed. (i.e. single fee)</p>	<p>The most restrictive rule of each affected carrier is applied. (i.e. multiple fees)</p>
<p>Cancel/ Refund</p>	<p>Guest cancels <b>one fare component</b> of a combination Ticket.</p>	<p>The rule of the cancelled fare component is applied. (i.e. single fee)</p>	<p>The most restrictive rule of all fare components on the VCR (whether or not it's flown) is applied, regardless of whether that fare component is being cancelled. (i.e. single fee)</p>	<p>The most restrictive rule of all fare components on the VCR (whether or not it's flown) is applied, regardless of whether that fare component is being cancelled. (i.e. single fee)</p>	<p>The most restrictive rule of each affected carrier is applied. (i.e. multiple fees)</p>
	<p>Guest cancels <b>more than one fare component</b> of a combination Ticket.</p>	<p>The most restrictive rule of the cancelled fare components is applied. (i.e. single fee)</p>	<p>applied, regardless of whether that fare component is being cancelled. (i.e. single fee)</p>	<p>applied, regardless of whether that fare component is being cancelled. (i.e. single fee)</p>	