



Flexible Flying extended



TRADE RELEASE

21 January 2021

For greater peace of mind, we've extended our Flexible Flying policy for travel up to 30 June 2021, when booked by 31 March.

We know flexibility is more important than ever. That's why we're offering unlimited changes and waiving the change fee, and providing the option to cancel bookings and opt for a credit with no cancellation fee*.

- › Book by 31 March, for travel before 30 June
- › Unlimited changes permitted with no change fee
- › Cancel (to credit) with no cancellation fee

Our Passenger Promise

In addition to Flexible Flying, we've also made changes to our customer journey to help keep our guests and crew safe, and minimise the risks associated with COVID-19.

- › Contactless Check-in online or via the Virgin Australia App.
- › Conducting pre-departure COVID-19 health questionnaire.
- › Face masks and sanitiser provided to all guests.
- › High Efficiency Particular Air (HEPA) filtration. (Basically using science to clean the air).
- › High touch and traffic areas sanitised frequently, along with rigorous and thorough nightly cleaning.
- › Reduced in-flight offering to minimise contact between crew and guests.

Wearing a face mask can reduce the spread of droplets from coughs, sneezes and breathing by more than 90%. In accordance with the latest government advice, all guests are required to wear a mask within domestic airports and onboard all Virgin Australia flights.

For more information on our Passenger Promise, please click [here](#).

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**Changes and cancellations must be made before your travel date. Change and cancellation fees waived for bookings made on or before 31 March 2021. Fare difference may apply for changes. See virginaustralia.com for full terms and conditions.*

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