



PASSENGER PROMISE

TRADE RELEASE

08 January 2021

To provide a little reassurance for you and your customers when it's time to fly, we've extended our Flexible Flying policy.

They can book confidently with no change or cancellation fees on travel up to 31 March 2021*.

We've also implemented changes to our customer journey at the airport and onboard:

- › Contactless Check-in online or via the Virgin Australia App.
- › Continue to earn and redeem your Velocity Points with Virgin Australia and a range of other partners.
- › 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.

**Change fees waived for travel until 31 March 2021. Fare differences may apply for changes.*

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

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