



Update from Virgin Australia

TRADE RELEASE

14 May 2021

Virgin Australia Group has announced changes to its short-haul international network in response to shifting international border projections.

Forecasts released in this week's Federal budget outline new predictions for the aviation sector, including for international travel, where visitation is expected to remain low until at least mid-2022. As a result, Virgin Australia will defer most short-haul international flying.

Trans-Tasman services

We will continue to operate Trans-Tasman services between Sydney-Queenstown and Brisbane-Queenstown, as planned from 18 September 2021, and Melbourne-Queenstown services from 7 December 2021. Because current demand for other New Zealand destinations remains subdued, Virgin Australia will defer the sale of these services for the time being.

Pacific Island and Indonesia services

Because of international border projections, Virgin Australia will defer the sale of services to Vanuatu, Samoa and the Solomon Islands for the time being. Services to Fiji and Indonesia (Bali) have been deferred until at least December 2021.

We are continually reviewing our network to respond to the latest advice, and importantly looking at whether we can restart short-haul international flying, including to New Zealand earlier, should travel demand improve and circumstances change. For all bookings impacted by this announcement, please refer to the [Commercial Policy](#) on the Agency Hub.

Doing the right thing for our customers remains at the heart of our decision making and we are working to provide affected customers with alternative options as quickly as possible. Customers impacted by the changes will be provided with options to obtain a full refund to the original form of payment or a credit for future travel with Virgin Australia.

Thank you for your continued support.

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