

Commercial Policy Tropical Cyclone Narelle

Issue Date:	27March 2026
Version:	V.01
Purpose	<p>This Commercial Policy is to provide customers with options to voluntarily change their flight which may be impacted by Tropical Cyclone Narelle.</p> <p>This Policy does not apply for involuntary changes or cancellations to customers' flights. The Guest Compensation Policy will apply to involuntary disruptions.</p>

What is the policy scope?

Ticket issue date	On or before 26Mar26
Travel dates	Travel dates 27Mar26 – 29Mar26 [inclusive]
Cities/Regions	Cairns, Karratha, Onslow, Port Headland
Point of Sale	All
Applicable documents	<p>All [795] Revenue tickets irrespective of booking channel and form of payment</p> <p>All [795] fulfilled ancillaries [excluding carbon offset, payment surcharge and service fee]</p>
Operating Carrier	Virgin Australia
Policy exclusions	Fees imposed by suppliers or other third parties e.g. agency services charges, gift cards, insurance etc

What options do you have?

Recovery option	Conditions
<p>Rebook to another VA operated flight for travel on the same route in the same fare brand as the original ticketed booking</p> <ul style="list-style-type: none"> Rebook must occur on or before 29/03/26 and travel must occur +/- 7 days from original travel date Rebooking must occur before scheduled departure of the original flight otherwise this is considered a no show 	<ul style="list-style-type: none"> Rebook/change fee does not apply for the first change Additional fare/taxes DO apply Same fare brand must be used as original ticket All other fare conditions apply Industry booking must add waiver code BW000296 to endorsement box to avoid ADM

