

Commercial Policy

Victorian Bushfires

Issue Date:	12JAN2026
Version:	V1
Purpose	<p>This Commercial Policy is to provide customers with options to voluntarily change and/or cancel their flights to/from Melbourne as a result of the Victorian Bushfires.</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 09JAN2026
Travel dates	Travel dates 09JAN2026 – 13JAN2026 [inclusive]
Cities/Regions	Melbourne [MEL]
Point of Sale	All
Applicable documents	<p>All [795] Revenue tickets irrespective of booking channel and form of payment</p> <p>All [795] 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
Rebook to another VA operated flight for travel on the same route as the original ticketed booking <ul style="list-style-type: none"> Rebook must occur on or before 13JAN26 and travel must occur +/- 14 days from original travel date If the same booking class is not available, the lowest available booking class within the same cabin may be booked 	<ul style="list-style-type: none"> Rebook/change fee does not apply for the first change Additional fare/taxes do not apply All other fare conditions apply Bookings must add waiver code BW000294 to the endorsement box to avoid ADM
Rebook to another VA operated flight for travel on a different route to the original ticketed booking <ul style="list-style-type: none"> Rebook must occur on or before 13JAN26 and travel must occur +/- 14 days from original travel date 	<ul style="list-style-type: none"> Rebook/change fee does not apply for the first change Additional fare/taxes DO apply All other fare conditions apply Bookings must add waiver code BW000294 to the endorsement box to avoid ADM
Cancel for a travel credit <ul style="list-style-type: none"> Retain the value of the ticket as a credit for indirect bookings, free of charge 	<ul style="list-style-type: none"> New travel dates must be within the ticket validity Reissue/Change fee does not apply at time of utilising credit. Additional fare/taxes do apply at time of utilising credit Bookings must add waiver code BW000294 to the endorsement box to avoid ADM

Supporting documentation

External policies & processes to assist our trade partners	https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides
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