

## 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
<b>Rebook to another VA operated flight for travel on the same route as the original ticketed booking</b> <ul style="list-style-type: none"> <li>Rebook must occur on or before 13JAN26 and travel must occur +/- 14 days from original travel date</li> <li>If the <b>same booking class is not available</b>, the lowest available booking class within the same cabin may be booked</li> </ul>	<ul style="list-style-type: none"> <li>Rebook/change fee does not apply for the first change</li> <li><b>Additional fare/taxes do not apply</b></li> <li>All other fare conditions apply</li> <li>Bookings must add waiver code <b>BW000294</b> to the endorsement box to avoid ADM</li> </ul>
<b>Rebook to another VA operated flight for travel on a different route to the original ticketed booking</b> <ul style="list-style-type: none"> <li>Rebook must occur on or before 13JAN26 and travel must occur +/- 14 days from original travel date</li> </ul>	<ul style="list-style-type: none"> <li>Rebook/change fee does not apply for the first change</li> <li><b>Additional fare/taxes DO apply</b></li> <li>All other fare conditions apply</li> <li>Bookings must add waiver code <b>BW000294</b> to the endorsement box to avoid ADM</li> </ul>
<b>Cancel for a travel credit</b> <ul style="list-style-type: none"> <li>Retain the value of the ticket as a credit for indirect bookings, free of charge</li> </ul>	<ul style="list-style-type: none"> <li>New travel dates must be within the ticket validity</li> <li>Reissue/Change fee does not apply at time of utilising credit.</li> <li><b>Additional fare/taxes do apply at time of utilising credit</b></li> <li>Bookings must add waiver code <b>BW000294</b> to the endorsement box to avoid ADM</li> </ul>

## Supporting documentation

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