Commercial Policy

Planned Industrial Action 26th Nov 26 - ADL, BNE, MEL, SYD

Issue Date:	23 November 2026
Version:	V1
Purpose	This Commercial Policy is to provide customers with options to voluntarily change flights which may be impacted by planned industrial action involving employees at Adelaide, Brisbane, Melbourne and Sydney Airports. This Policy does not apply to involuntary changes or cancellations; the Guest Compensation Policy applies to involuntary disruptions. Event classification is pending confirmation.

What is the policy scope?

Ticket issue date	On or before 26 November 2026
Impacted Travel date	26 November 2026 (inclusive)
Cities/Regions	Departing from Adelaide (ADL), Brisbane (BNE), Melbourne (MEL), Sydney (SYD). Applicable both to DOM and SHI services
Point of Sale	Australia (AU)
Applicable documents	All [795] Revenue tickets irrespective of booking channel and form of payment All [795] fulfilled ancillaries [excluding carbon offset and service fee]
Impacted Carrier	Virgin Australia (VA) – VA-operated. Excludes Qatar Airways (QR) and all other airline-operated flights.
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 on the same route, in the same fare brand as the original ticketed booking on travel dates 25th November 2026 or 27th November 2026	• New travel must be on travel dates 25th November 2026 or 27th November 2026 (±1 day from the original travel date). • Rebooking must occur at least 60 minutes before scheduled departure of the original flight; otherwise, the booking is considered a no-show. • If the same booking class is unavailable, the lowest available booking class within the same cabin may be booked for eligible revenue fares • Rebook/change fee does not apply • Additional fare/taxes do not apply. • Same fare brand must be used as the original ticket. • All other fare conditions apply. • Travel Agency bookings must add the applicable BW waiver code to the endorsement box to avoid ADM. BW000307