Commercial Policy

Planned Industrial Action 16th Nov 26 - ADL, BNE, MEL, SYD

Issue Date:	13 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 16 November 2026
Impacted Travel date	16 November 2026 (inclusive)
Cities/Regions	Departing or arriving from/to 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, payment surcharge and service fee]
Impacted Carrier	Virgin Australia (VA) – VA-operated or Virgin Australia (VA) – VA- Marketed/Partner 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 between 15th November 2026 and 17th November 2026	• New travel must be on travel dates between 15th November 2026 and 17th 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, excluding Velocity redemption bookings. Velocity redemption bookings must use a redemption booking class. • 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 Industry bookings must add the applicable BW waiver code to the endorsement box to avoid ADM. **BW000309**
Rebook to the same Partner operated flight on the fare type [i.e same route, same booking class, same fare brand, same fare basis code] as the original ticketed booking on travel dates between 15th November 2026 and 17th November 2026; Rebooking to a different fare type is available but any applicable fare difference and additional taxes will apply	• New travel must be on travel dates between 15th November 2026 and 17th November 2026 (±1 day from the original travel date). • Rebooking must occur at least 3 hours before scheduled departure of the original flight; otherwise, the booking is considered a no-show. • Rebook/change fee does not apply

	• Additional fare/taxes do not apply when rebooking into the same fare type. If the same fare type is not available [i.e same route, same booking class, same fare brand, same fare basis code], any applicable fare difference and additional taxes will apply • All other fare conditions apply. • Travel Industry bookings must add the applicable BW waiver code to the endorsement box to avoid ADM. BW000309