

Commercial Policy

Military Action in Iran

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| Issue Date: | 13 Mar 26 |
| Version: | V7 |
| Purpose | <p>This Commercial Policy is to provide customers with options to voluntarily change and/or cancel their flight which may be impacted by closure of DOH airport.</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?

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| Ticket issue date | On or before 28MAR26 |
| Travel dates | Travel dates 28Feb26-28Mar26 [inclusive] |
| Cities/Regions | To/From/via DOH |
| Point of Sale | AU |
| 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 and Qatar Airways |
| 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 |
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| <p>Rebook to another VA or QR 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 28Mar26 with new travel date permitted up to 30Apr26 • Rebooking must occur before scheduled departure of the original flight otherwise this is considered a no show • 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 2 changes. • Additional fare/taxes do not apply • Same fare brand must be used as original ticket • All other fare conditions apply • Industry booking must add waiver code BW000295 to endorsement box to avoid ADM |
| <p>Rebook to another VA or QR operated flight for travel on a different route to the original ticketed booking</p> <ul style="list-style-type: none"> • Rebook must occur on or before 28Mar26 with new travel date permitted up to 30Apr26 • 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 • All other fare conditions apply • Industry booking must add waiver code BW000295 to endorsement box to avoid ADM |
| <p>Cancel for a travel credit</p> <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 • Rebook/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 BW000295 to the endorsement box to avoid ADM |
| <p>Refund to original form of payment</p> | <p>Fares</p> <ul style="list-style-type: none"> • If the above alternative options are not suitable, customers are entitled to a refund to original form of payment on any unflown sector. • Refund applications can be submitted via adding waiver code BW000295 to the waiver code/airline authority box • Unflown taxes [excluding OB/YR taxes] can be refunded <p>Flight must be cancelled before scheduled flight departure.</p> |



Supporting documentation

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| 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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