

COMMERCIAL POLICY

Removal of Codeshare on Virgin Australia Marketed/Singapore Airlines Operated services to Europe and Africa

ALL TICKETED BOOKINGS FOR TRAVEL FROM 9DEC24 TO SYSTEM RANGE

Commercial Policy

Issue Date	9/12/2024
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General Information

Intent	This policy is to support voluntary changes to any ticketed booking which contains a Virgin Australia marketed/Singapore Airlines operated service to Europe and Africa for travel on/after 9/12/2024
Impacted Travel Dates	Travel dates on & between 09/12/2024 TO SYSTEM RANGE
Applicable Documents	<ul style="list-style-type: none"> Valid Virgin Australia (795) tickets Issued on or before 09/12/2024
Applicable Bookings	This policy applies to: <ul style="list-style-type: none"> All Ticketed Revenue bookings irrespective of booking channel and form of payment.
Conditions	Impacted Ports: All ports where Virgin Australia Marketed, Singapore Operated flights operate between Singapore and Europe/Africa (CPH, CDG, FRA, MUC, MXP, FCO, AMS, ZRH, IST, LHR, LGW, MAN, JNB) NOTES: <ul style="list-style-type: none"> All other rules and conditions of the ticket remain unchanged. Changes outside of this policy are subject to the reissue rules of the ticketed fare (unless stated below). This includes any applicable fare differences or fees / taxes. For un-ticketed bookings, alternate flights / routings can be rebooked subject to availability and tickets issued in accordance with fare conditions.

Policy Overview

Impacted Cities/Regions	Impacted Ports: All ports where Virgin Australia Marketed, Singapore Operated flights operate between Singapore and Europe/Africa (CPH, CDG, FRA, MUC, MXP, FCO, AMS, ZRH, IST, LHR, LGW, MAN, JNB)
POS	All
Applicable tickets	Valid 795 tickets Issued prior to 09/12/2024
Impacted Travel Dates	on & between 09/12/2024 TO SYSTEM RANGE

Applicable to rebook on	<input checked="" type="checkbox"/> SQ Marketed Flights operated by Singapore Airlines i.e. SQ flight number																																																			
Re-Book/Change*	<p><u>General Conditions</u> Ok to rebook for voluntary changes on Singapore Airlines operated flights on payment of any applicable fare difference and reissue fee. This is because VA Marketed codeshare services will no longer be available to purchase beyond Singapore to Europe and Africa.</p> <p>Please use the below table to know which SQ prime booking class to use in the event of a rebook:</p> <table border="1" data-bbox="595 600 1051 1218"> <thead> <tr> <th colspan="3">RBD</th> </tr> <tr> <th colspan="3">VA: 1st Character</th> </tr> <tr> <th colspan="3">SQ: 1st Character</th> </tr> <tr> <th>SQ</th> <th>VA</th> <th>DEFINITION</th> </tr> </thead> <tbody> <tr><td>C</td><td>J</td><td>Business</td></tr> <tr><td>U</td><td>C</td><td>Business</td></tr> <tr><td>D</td><td>D</td><td>Business</td></tr> <tr><td>Y</td><td>Y</td><td>Flex</td></tr> <tr><td>B</td><td>B</td><td>Flex</td></tr> <tr><td>E</td><td>W</td><td>Flex</td></tr> <tr><td>M</td><td>R</td><td>Choice</td></tr> <tr><td>H</td><td>E</td><td>Choice</td></tr> <tr><td>W</td><td>O</td><td>Choice</td></tr> <tr><td>Q</td><td>N</td><td>Choice</td></tr> <tr><td>N</td><td>V</td><td>Choice</td></tr> <tr><td>V</td><td>P</td><td>Choice</td></tr> <tr><td>K</td><td>Q</td><td>Choice</td></tr> </tbody> </table> <p><i>Example:</i> MELSINLON Return original fare basis code is PLCHA900 the RBD for VA is P class however the guest now wishes to change their ticket post 9DEC24. Guest will need to be rebooked in P class from MEL to SIN on the VA flight number [VA marketed, SQ operated] and V class from SIN to LON on the SQ flight number as per the above table.</p> <p>Please note if the corresponding RBDs are no longer available, fare difference will need to be collected using the historic fare values at time of ticket issuance.</p> <p><i>Example</i> MELSINLON Return original fare basis code is PLCHA900 base fare AUD1520.00. After 9 DEC24 but before departure, the guest now wishes to change their LONSINMEL flights [inbound] to another day and there is no V class available on LON to SIN or P class on the SIN MEL flight. The best available RBDs are LONSIN M and SINMEL R. The agent will use the original date of issue to find the corresponding VA fare which will map to RLCHA900 base fare AUD2940.00. New fare is AUD2230 [AUD1520+AUD2940/2], so guest will need to pay fare difference of AUD710 plus reissue fee of AUD200 to make the change.</p> <p>All other fare rules will apply.</p>	RBD			VA: 1st Character			SQ: 1st Character			SQ	VA	DEFINITION	C	J	Business	U	C	Business	D	D	Business	Y	Y	Flex	B	B	Flex	E	W	Flex	M	R	Choice	H	E	Choice	W	O	Choice	Q	N	Choice	N	V	Choice	V	P	Choice	K	Q	Choice
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N	V	Choice																																																		
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Policy Exclusions	Fees imposed by suppliers or other third parties e.g. agency services charges, gift cards, insurance etc																																																			
Waiver Code	BW000281 applies to all indirect bookings. Please ensure this waiver code is added to the endorsement box to avoid ADM																																																			

Supporting
Policy/
Process &
Guidelines

All Policies: <https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides>