

COMMERCIAL POLICY

ALL TICKETED BOOKINGS FOR TRAVEL FROM
14 DEC 25 TO 19 DEC 25 v3

Commercial Policy

Issue Date	15/12/2025
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General Information

Intent	This policy applies to any Customers with ticketed bookings who have been impacted by the incident at Bondi Beach Sydney on Sunday 14 Dec 25. VA will continue to monitor this event and adjust this policy if needed
Impacted Travel Dates	Travel dates from 14 DEC 25 TO 19 DEC 25 inclusive
Applicable Documents	<ul style="list-style-type: none">Valid Virgin Australia (795) ticketsIssued on or before 14 DEC 25
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	<p>Impacted Ports: All Domestic and/or International Short Haul routes* that VA operates to/from Sydney</p> <p>NOTES:</p> <ul style="list-style-type: none">All other rules and conditions of the ticket remain unchangedChanges 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. <p>*ISH route are: DPS, NAN, ZQN, VLI, APW</p>

Policy Overview

Impacted Cities/ Regions	To/from Sydney
POS	All
Applicable tickets	Valid 795 tickets Issued prior to 14 DEC 25
Impacted Travel Dates	from 14 DEC 25 TO 19 DEC 25 inclusive
Applicable to rebook on	<input checked="" type="checkbox"/> VA Operated Flights

Re - Book / Change	<u>*General Conditions</u> <ul style="list-style-type: none"> • Ok to rebook on different flight same routing with change fee waived • All other fare rules apply
	<u>Same Origin / Destination on same or different date of travel.</u> Book in same fare class (RBD) and brand as originally ticketed <ul style="list-style-type: none"> • Change fee waived • Fare & tax difference waived Book in different fare class (RBD) and/or brand as originally ticketed <ul style="list-style-type: none"> • Change fee waived • Fare & tax difference payable <p>Note: If the new fare is lower than the original ticketed fare, any residual amount will be forfeited. Please process as an even exchange.</p> <u>Different Origin / Destination</u> <ul style="list-style-type: none"> • Change fee waived • Fare differences payable including Tax differences
Credit	<u>General Conditions</u> A credit may be issued with cancellation/reissue fee waived in the form of unused ticket. Please note that the credit is valid for use towards another ticket. All travel must be completed within 12 months of your original ticket purchase. Note: If the new fare is lower than the original ticketed fare, any residual amount will be forfeited. Please process as an even exchange
Refund (to Original Form of Payment – OFOP)	In accordance with ticketed Fare Rules
Policy Exclusions	Fees imposed by suppliers or other third parties e.g. agency services charges, gift cards, insurance etc
Waiver Code	BW000293 applies to all indirect bookings. Please ensure this waiver code is added to the endorsement box to avoid ADM
Supporting Policy/ Process & Guidelines	Indirect Sales All Policies: https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides