Commercial Policy

Planned Industrial Action SYD Airport

Issue Date:	29 October 2026
Version:	v3
Purpose	This Commercial Policy is to provide customers with options to voluntarily change flights which may be impacted by planned industrial action involving Certis employees at Sydney Airport. This Policy does not apply to involuntary changes or cancellations; the Guest Compensation Policy applies to involuntary disruptions.

What is the policy scope?

Ticket issue date	On or before 30 October 2026
Impacted Travel date	30 October 2026(inclusive)
Cities/Regions	Departing Sydney (SYD)
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
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 either the 29th of October, the 31st of October 2026, the 1st of November 2026 or the 2nd of November 2026	• Rebooking and new travel must be on either travel dates the 29th of October, the 31st of October 2026, the 1st of November 2026 or the 2nd of November 2026 • 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. • Industry bookings must add the applicable **BW000307** waiver code to the endorsement box to avoid ADM
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 either the 29th of October, the 31st of October 2026, the 1st of November 2026 or the 2nd of November 2026	• Rebooking and new travel must be on either the 29th of October, the 31st of October 2026, the 1st of November 2026 or the 2nd of November 2026 • Rebooking must occur 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 apply** if the same fare type is not available. [i.e. same route, same booking class, same fare brand, same fare basis code] • All other fare conditions apply. • Industry bookings must add the applicable BW000307 waiver code to the endorsement box to avoid ADM.