

## Commercial Policy

Planned Industrial Action SYD Airport

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| Issue Date: | 27 October 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 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<br><br>All [795] fulfilled ancillaries [excluding carbon offset, payment surcharge and service fee] |
| Impacted Carrier     | Virgin Australia (VA) – VA-operated<br><br>or<br><br>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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| Rebook to another VA-operated flight on the same route, in the same fare brand as the original ticketed booking on either the 29 <sup>th</sup> of October or the 31 <sup>st</sup> of October 2026.                                                      | <ul style="list-style-type: none"> <li>Rebooking and new travel must be on either travel dates 29<sup>th</sup> October 2026 or 31<sup>st</sup> October 2026.</li> <li>Rebooking must occur at least 60 minutes before scheduled departure of the original flight; otherwise, the booking is considered a no-show.</li> <li>If the same booking class is unavailable, the lowest available booking class within the same cabin may be booked for eligible revenue fares</li> <li>Rebook/change fee does not apply</li> <li>Additional fare/taxes <b>do not apply</b>.</li> <li>Same fare brand must be used as the original ticket.</li> <li>All other fare conditions apply.</li> <li>Industry bookings must add the applicable <b>BW000307</b> waiver code to the endorsement box to avoid ADM</li> </ul> |
| 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 29 <sup>th</sup> October or the 31 <sup>st</sup> of October 2026 | <ul style="list-style-type: none"> <li>Rebooking and new travel must be on either the 29<sup>th</sup> of October 2026 or the 31<sup>st</sup> of October 2026.</li> <li>Rebooking must occur 3 hours before scheduled departure of the original flight; otherwise, the booking is considered a no-show.</li> <li>Rebook/change fee does not apply</li> <li>Additional fare/taxes <b>do apply</b> if the same fare type is not available. [i.e. same route, same booking class, same fare brand, same fare basis code]</li> <li>All other fare conditions apply.</li> <li>Industry bookings must add the applicable <b>BW000307</b> waiver code to the endorsement box to avoid ADM.</li> </ul>                                                                                                              |

