

COVID CREDIT EXTENSION POLICY

Commercial Policy

Issue Date	16/11/2023
Effective Date	16/11/2023
Notes	This policy supersedes Commercial policy – Covid -19 All bookings v1.16 that was issued on the 1 st of July 2022

General Information

Intent	This policy applies to applicable tickets that were originally issued on or between 21 APR 2020 and 31 JUL 2022, that are unused open tickets (“COVID Credit Tickets”). COVID Credit Tickets have now been extended to travel up until 30 JUN 2025.
Applicable Documents	Valid Virgin Australia (795) tickets, where original ticket was issued between 21 April 2020 and 31 July 2022 (inclusive) regardless of original date of travel
Applicable Bookings	This policy applies to applicable documents issued for: <ul style="list-style-type: none"> All ticketed revenue bookings irrespective of booking channel and form of payment.
Conditions	<p>NOTES:</p> <ul style="list-style-type: none"> Travel must not have commenced on the applicable fare component. Ticket must be in sequential order as per ticketing policy found here Original ticket must have been issued between 21APR 2020 and 31 JUL 2022 (inclusive) Ticket may have been exchanged however the original date of issue must be between 21APR 2020 and 31 JUL 2022 (inclusive) Changes outside of this policy are subject to the rules of the ticketed fare (unless stated below). This includes any applicable fare differences and/or fees / taxes. Any guest that has failed to board their flight as ticketed will be considered a No Show and the fare is forfeited

Policy Overview

Impacted Cities/Regions	All applicable Virgin Australia marketed and/or operated routes
POS	All
Applicable tickets	Valid 795 tickets Original ticket Issued on/or between 21 APR 2020 and 31 JUL 2022
Applicable to rebook on	<input checked="" type="checkbox"/> VA Operated Flights <input checked="" type="checkbox"/> VA Marketed Flights <input type="checkbox"/> OA Interline Operated Flights

<p>New Travel Dates</p>	<p>All Travel using COVID Credit Tickets must be completed by 30 JUN 2025</p>
<p>Re-Book / Change</p>	<p>A COVID Credit Ticket may be used to rebook your guest as follows:</p> <ul style="list-style-type: none"> • Exchange must occur within 12 months of ticket date of issue for ticket to remain in the GDS • Exchanges greater than 12 months from ticket date of issue please contact Virgin Australia Industry Support for assistance. • One change fee can be waived for COVID Credit Tickets that have not been exchanged post 31 July 2022. Any subsequent changes will be subject to applicable fare rules. • New fare must be of lower, equal or higher value [if new fare is lower please note any residual value will be forfeited] • All other fare rules apply
<p>Credit</p>	<ul style="list-style-type: none"> • All unused COVID Credit Tickets issued by our Agency Partners can be exchanged for a fare of lower*, equal or higher value • All COVID Credit Tickets must be exchanged on or before 30 JUN 2025, subject to travel occurring by 30 JUN 2025. • All COVID Credit Tickets will purge from the GDS 396 days from the ticket issuance date, the agent must reissue the ticket prior to this to maintain control of the unused ticket. • If the unused ticket is older than 396 days from date of issue, the agent will need to contact Virgin Australia Industry Support for assistance. Our Industry Support team will verify the remaining credit and advise on next steps. <p><i>*any residual value is considered forfeited.</i></p>
<p>Refund (to Original Form of Payment – OFOP)</p>	<p>As per applicable fare rules</p> <ul style="list-style-type: none"> • Any application for refund as per fare rules must be submitted within 396 days from date of issue for automated GDS refunds. • If the date issuance is >396 days from date of issue but <731 days, please request refund via BSP link • Refund requests > 731 days from date of issue should be submitted to Virgin Australia directly using the Refund application form address] <p>For more information regarding refund guidelines please click here</p>
<p>Policy Exclusions</p>	<p>Fees imposed by suppliers or other third parties i.e. agency services charges, gift cards, insurance etc. Velocity bookings paid with points or Points + pay</p>
<p>Waiver Code</p>	<p>BW000260 to permit one fee free exchange for COVID Credit Tickets that have not already been exchanged post 31 July 2022. Fare difference and taxes will still apply. Please ensure this waiver code is added to the endorsement box on the new ticket to avoid ADM for indirect bookings</p>
<p>Supporting Policy / Process & Guidelines</p>	<p>All Policies: https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides</p>