

Table of Contents

1.0 Purpose	2
2.0 Booking Guidelines	2
2.1 Fare Rules.....	2
2.2 Fare Brands	2
2.3 Ticketing deadlines.....	2
2.3 Change, Cancellation fees & No-Show penalty.....	2
2.4 Passenger Names	3
2.5 Passenger types and age restrictions.....	3
2.6 Reservation ownership	4
2.7 Reservation system abuse	4
2.8 Out of system date range bookings	4
3.0 Name Corrections	4
4.0 Name Changes	6
5.0 Least and Most Restrictive Fare Conditions.....	6
5.1 Least Restrictive Fare Conditions.....	6
5.2 Most Restrictive Fare Conditions	7
6.0 Glossary.....	7

1.0 Purpose

The purpose of this document is to provide supplementary information relating to Virgin Australia's fares and ancillaries. This policy relates to 795 tickets issued on Virgin Australia operated and/or marketed flights.

This document contains the following:

- General Booking Restrictions
- Standard Business Rules
- E-ticket EMD and Fare Validity
- Name Corrections and Name Changes
- Least & Most Restrictive Rules

2.0 Booking Guidelines

This section of the policy is to provide further guidance relating to Virgin Australia's Bookings. This section is a guide only and does not replace fare rules. This section will further explain the importance of fare rules, ticketing deadlines, change & cancellation fees, passenger names, passenger types and ownership of the reservation.

2.1 Fare Rules

All VA fare rules that govern their use are published in ATPCO. These rules must be adhered to and can only be waived by authorised VA employees. Failure to adhere to our published fare rules may result in an ADM.

2.2 Fare Brands

Also known as Branded fares. Branded fares are fares that are differentiated beyond just the price by being paired with other features such as seat assignment, checked baggage, ticket refundability etc. These fares allow Virgin Australia to group and name fare families and fare types.

Virgin Australia offers the following fare brands on Virgin Australia operated flights: Economy Lite, Economy Choice, Economy Flex and Business.

Economy Lite fares use Dual RBD fare filing capability, M RBD [Booked] is used to book the fare, however multiple RBDs [Shopped] are used to price the Lite fare. These Shopped RBDs must be available for the booking to price so Virgin Australia recommends that Travel Agents issue these fares immediately against a guaranteed price quote as Shopped RBD can change at any time between PNR creation and ticketing.

2.3 Ticketing deadlines

Failure to issue a ticket before the ticketing deadline provided in the PNR will result in the reservation being cancelled. If you need to rebook your itinerary this will need to be done subject to availability and the fare at time of rebooking. The original fare will not be reinstated. Should your itinerary contain different fare brands, the ticketing deadline of the most restrictive fare brand will apply.

2.3 Change, Cancellation fees & No-Show penalty

Change and Cancellation fees are applied per e-ticket and are non-refundable. These fees may be applicable each time the Guest changes and/or cancels a booking as outlined by the fare rules of your ticketed fare. A No-show

penalty applies when a Guest fails to cancel their flight reservation before departure. The No-show penalty may be a fee or may be considered forfeit of fare, please refer to the fare rules of the ticketed fare for more information.

2.4 Passenger Names

- Bookings must be made with the Guest name as it appears on their valid identification or passport [if travel is international].
- Surnames should omit spaces, apostrophes, and hyphens.
- When a Guest is legally known by one name only, this name should be repeated in the booking as both first and last name (e.g. Guest known as 'Jones', enter JONES/JONESMR).
- When the Guest is legally known by a single character, this character should be duplicated in the last name field and added one in the first name field. e.g. Guest known as 'O', enter OO/OMR).
- When the Guest is legally known by a single letter in the surname only, this letter should be duplicated in the surname eg. O/JOEMR should be entered as OO/JOEMR
- When adding the Guest name into a booking, the system allows a maximum of 63 characters in a single name field, including the – at the start of the name field and the / separating the surname and first name. The last name can be up to a maximum of 29 characters for standard or electronic tickets.
- Bookings held in fictitious passenger names are not permitted and are subject to auto cancel or ADM.

2.5 Passenger types and age restrictions

The passenger type must be applied at time of quoting to ensure the correct fare level is reflected. VA has pre-defined age restrictions for each passenger type, outlined below.

Passenger type	Applicable Age
Infant without a seat (INF)	7 days old but less than 24 months
Infant with a seat (INS)	7 days old but less than 24 months
Child (CNN)	24 months old but less than 12 years
Adult (ADT)	12 years of age or older

- An infant, who turns 2 prior to the commencement of the last flight segment, must be ticketed as a child for the entire duration of travel.
- A child, who turns 12 prior to the commencement of the last flight segment, must be ticketed as an adult for the entire duration of travel.
- An infant or child (under 12 years of age) must be accompanied by a passenger 15 years or older, a parent or a court appointed legal guardian who is 13 years or older, unless travelling as an unaccompanied minor (UMNR).
- A Guest aged 15 years or older can travel with no more than one infant. Should a Guest wish to travel with two or more infants they must ensure they have an accompanying adult with each infant. Infants under 48 hours old or any infant requiring an incubator and/or ventilator cannot be accepted for travel.
- Infants (over 48 hours old and less than 7 days old) require medical clearance.
- There are a maximum number of infants allowed to be booked on a flight. Please ensure you have received a confirmed INFT SSR at time of booking.
- If a Guest has purchased a seat for their infant (INS), the infant must be on the lap of an accompanying adult secured with an infant seatbelt for take-off, landing and whenever the seatbelt sign is illuminated. Exception will be made for infants travelling with an approved child restraint system (CRST), securely fastened to the purchased seat.
- An unaccompanied minor (UMNR) is a child aged between 5 to 11 years (inclusive) travelling alone. Any child aged 12 to 15 years may also travel as a UMNR at the request of the parent/legal guardian. Please refer to Unaccompanied Minors [page](#) for further details.
- For more information relating to travelling with children please click [here](#)

2.6 Reservation ownership

Ownership of third party bookings created via the GDS lies with the original booking agent. Any voluntary changes requested by a Guest should be referred to their agent unless:

- The Guest is calling on day of departure.
- The Guest is calling outside the travel agencies business hours and is scheduled to travel prior to the next business day.
- The journey has commenced for international itineraries sold from Australia
- The journey has commenced for any itinerary sold outside of Australia

2.7 Reservation system abuse

Reservation system abuse is not permitted by VA and may result in the reservation being cancelled and/or an ADM being issued. Please refer to the [GDS Booking Policy](#) for more information and examples of system abuse.

2.8 Out of system date range bookings

At time of original ticket issue, if the inbound date is outside system range but inside maximum stay (ie. +331 days), please confirm an alternative inbound date that is within system range, so the fare can be issued as per fare rules. Once the return date is within system range, the same route, fare basis code and RBD must be confirmed. Ticket s must then be reissued with the new date. Change fee can be waived in this instance by contacting VA for a waiver. Applicable fare/tax difference must be paid in the case of changes to booking class, fare basis code and/or surcharges.

3.0 Name Corrections

Name Corrections are permitted to resolve a genuine error to the Guest's First, Surname, Middle Name and/or Title so that the E-ticket matches the Guest's formal identification. i.e. passport for international travel. Drivers licence and/or passport for Domestic travel.

A name correction **does** not constitute a transfer of Guest.

A transfer of Guest is considered a Name Change, not name correction.

Name Corrections in the same PNR are permitted before ticketing when the following **condition is met:**

- Itinerary contains only VA operated flights

Name Corrections in the same PNR are permitted after ticketing when the following **conditions are met:**

- Itinerary contains only VA operated flights
- Ticket issued on 795 ticket stock
- E-Ticket coupons must be in OK status
- E-Ticket is NOT partially flown

Supporting documentation is provided [if requested]

- Waiver code provided and added to E-Ticket endorsement box [if required]
- Applicable name correction fee has been collected as a YR tax [refer to table below] in addition to any applicable change/rebooking fee that the purchased fare may have.

Please find the below table detailing the scenarios when a name correction is allowed.

This table also details when a waiver and documentation is required to support the name correction.

Table 1.1

Correction Type	Name Correction Service Fee (YR)	Reissue Fee [if applicable] [YR]	Waiver Required	Supporting Documentation Required
Up to 3 characters	√	×	×	×
More than 3 characters	√	√	√	√
Title	√	×	×	×
Shortened version of full real name (e.g. Liz/Elizabeth)	√	√	√	×
Names entered in the wrong order (e.g. Elizabeth/Smith when should be Smith/Elizabeth)	√	√	√	×
Formal name as per identification (e.g. change of marital status or due to gender transformation)	√	√	√	√
Commonly referred to a different name (e.g. Guest goes by their middle name)	√	√	√	√
Unborn infants where original ticket shows Surname/BABY	×	×	√	×

The below table details the **Name Correction service fee**, the amount to be collect and how to collect it. Please note that if the purchased fare has an applicable reissue fee and you are required to collect a name correction service fee you will need to collect both fees as two separate YR fees. i.e. AUD90.00YR AUD9.00UO & AUD40.00YR and AUD4.00YR

Table 1.2

Point of Sale	Name Correction Service Fee	Fee to be shown on ticket
Australia Domestic Itinerary	Yes	AUD \$40.00 YR AUD\$4.00 UO
Australia International Itinerary	Yes	AUD \$40.00 YR
Outside Australia Domestic Itinerary*	Yes	AUD \$40.00 YR
Outside Australia International Itinerary*	Yes	AUD \$40.00 YR

*Please use the current BSR (Bankers Selling Rate) published on the day of reissue to convert the Name Correction Fee into the relevant currency.

For reservations issued which contain a sector/s operated by an airline other than Virgin Australia. Please contact our Agency Help Desk for more information regarding partner airlines as their policy may differ and could result in flights being cancelled.

4.0 Name Changes

A name **change is a request to transfer a e-ticket from one Guest to another** by using the value of an unused ticket, including taxes, as credit towards payment of a new ticket in another Guest's name. A new PNR must be created in the new Guest's name and priced at current fare levels. The new fare can be higher, equal or lower value than the original fare however if the fare is lower the guest will forfeit any original value that was present on the original ticket.

Please ensure you refer your fare rules as a Name change is not permitted in all instances.

Please note if your purchased fare does not permit name changes you can upgrade to a fare that does permit name changes provided the applicable fees and fare difference is collected.

Please refer to your fare rules for more information.

Eligible Tickets:

- All tickets must be valid for exchange and not expired.
- All coupons must be unused, and travel must not have commenced.
- All coupons must be on Australian domestic sectors.
- All coupons must be on VA marketed and operated flights.
- All tickets must be issued on 795 ticket stock

Name Changes to a new Guest's name **are not permitted** on any itinerary that contains an **international sector**.

5.0 Least and Most Restrictive Fare Conditions

5.1 Least Restrictive Fare Conditions

A least restrictive fare rule category indicates that any rule restrictions apply only within the fare component itself but do not extend beyond the fare component.

The Least Restrictive fare rule categories applicable to each individual fare component are as follows;

- 2 – Day/Time
- 3 – Seasonality
- 4 – Flight Application
- 9 – Transfers
- 11 – Blackout Dates
- 12 – Surcharges
- 17 – Higher Intermediate Point
- 19 – Children and Infant Discounts
- 50 – General conditions

5.2 Most Restrictive Fare Conditions

A most restrictive rule category indicates that rule restrictions apply to the entire pricing unit (i.e. if the rule on your first fare allows a maximum stay of 60 days and the second fare allows only 30 days, the maximum stay for the entire E-ticket or Itinerary is 30 days).

The Most Restrictive fare rule categories applicable to the entire pricing unit are as follows;

- 1 – Eligibility
- 5 – Advance Reservations/Ticketing
- 6 – Minimum Stay
- 7 – Maximum Stay
- 8 – Stopovers
- 10 – Combinations
- 13 – Accompanying Travel
- 14 – Travel Restrictions
- 15 – Sales Restrictions
- 16 – Penalties (further dependencies on fare construction and change scenario – please see table 1.3).
- 18 – Ticket Endorsement
- 20 – Tour Conductor Discount
- 21 – Sales Agent Discount
- 22 – Other Discounts
- 23 – Miscellaneous Tags

Table 1.3 Most restrictive rules and how it relates to change & cancellation fees where more than one fare brand exists on the E-ticket.

Scenario	Domestic VA marketed/and or operated	International VA marketed/and or operated	
	Return or multi city	Return, Multi city, end on end combinations with a VA fare	End on End combinations with an OA fare
Guest changes only one fare component	apply the fee of changed fare component [single fee]	apply the fee of changed fare component [single fee]	apply the fee of changed fare component [single fee]
Guest changes more than one fare component	apply the fee of the most restrictive fee of all applicable fare components [single fee]	apply the fee of the most restrictive fee of all applicable fare components [single fee]	apply the most restrictive fee for each combination fare component is applied [multiple fees]
Guest cancels only one fare component	apply the fee of the cancelled fare component [single fee]	apply the fee of the most restrictive fee of all applicable fare components [single fee]	apply the most restrictive fee for each combination fare component is applied [multiple fees]
Guest cancels more than one fare component	apply the fee of the most restrictive fee of all applicable fare components [single fee]	apply the fee of the most restrictive fee of all applicable fare components [single fee]	apply the most restrictive fee for each combination fare component is applied [multiple fees]

6.0 Glossary

Terms	Definitions
ADM	Agency Debit Memo is an industry standard document sent from an airline to a travel agent as a charge for failing to comply with booking and/or ticketing rules for air travel.
Advance Purchase	Ticketing must be completed a minimum number of days before the flight departs.
ATPCO	Airlines Tariff Publishing Company collects and distributes fare and fare-related data for the airline and travel industry.
Auto cancel	Removal of unproductive or fraudulent bookings from inventory through cancellation.
DOI	Date of Issue
Dual RBD	Dual RBD refers to functionality that allows flights to be booked in a single RBD [Booked RBD] and provides multiple price points linked to multiple RBDs [Shopped RBDs] within a single fare brand.
EMD	Electronic Miscellaneous Document is an industry standard document used to pay for ancillary charges and some service fees. They can be for flight-related services (EMD-A) or stand-alone fees (EMD-S).
E-Ticket	A ticket issued electronically, which is comprised of Electronic Coupons, and authorises a Guest to travel from one point to another.
Exchange	Taking a wholly unused e-ticket, prior to departure, and applying it as payment towards a revised itinerary.
Fare Basis Code	Also called fare basis. The Fare Basis is the code that appears on the ticket in the Fare Basis box. It can include letters, numbers, and up to two slashes (/). A Fare Basis is a compilation of the fare class or ticketing code and one or two ticketing designators. The fare basis code should not be confused with the fare class, which is associated to each fare and is used in pricing.
Fare Brand	Also known as branded fares. Branded fares create distinct products that flight shoppers see as one unit for one price but that includes multiple attributes and ancillaries [where applicable] Virgin Australia offers the following fare brands: Economy Lite, Economy Choice, Economy Flex and Business.
Fare Class Application	An ATPCO record involving an Automated Rules Tariff, Carrier, Rule Number, Fare Class, Sequence, and effective date combination. The Fare Class Application record provides miscellaneous data (such as fare type, ticketing codes, and passenger type) pertinent to the specified fare class that is necessary for pricing and assigns the reservation booking designators [RBDs] required to qualify for the fare. Also called Record 1 or Fare Class Record.
Fare Component	A portion of an itinerary between two consecutive fare construction points. If the journey has only one fare component, the points of origin and destination are the only fare construction points.
GDS	Global Distribution System
IATA	International Air Transport Association
Maximum Stay	The maximum number of days or months permitted on a return airfare.
Name Correction	A correction to the name of the same ticketed person.
No Show	A traveller fails to board a flight.
Name Change	Using the value of an unused e-ticket as payment towards a new e-ticket in another person's name.
OA	Other Airline
PNR	Passenger Name Record
Passive segments	Flight sectors added to a GDS booking for the purpose of issuing a ticket or an itinerary where the ticketing location does not hold the inventory. Used to support through check when different airlines are involved.
Pricing Unit	A journey or part of a journey which is priced as a separate entity i.e. is capable of being ticketed separately. A Pricing Unit can also be a Fare Component.

General Booking Policy

May 2024



Reissue	Taking a partially used e-ticket, post departure, and re-assessing the fare to support the revised itinerary.
Ticketing Time Limit (TTL)	The date and time by which a ticket must be issued.
RBD	Reservation Booking Designator. Also called booking class or booking code. There are two types of RBDs. One is the booked RBD which is used to hold the inventory of the applicable fare brand and the another is the Shopped RBD which is used to determine price point. The Shopped RBD will be present in the fare basis code but does not match the booked RBD.
RI	Revenue Integrity
ROE	Rate of Exchange is notified by IATA to convert local currency fare to NUC and to convert total NUC amounts to the currency of the country of commencement of transportation.
SSR	Special Service Request
TFC	Taxes, Fees and Charges
UNMR	Unaccompanied Minor
Validity	The applicable period during which the e-ticket may be utilised i.e.: it remains valid for presenting for travel or exchange or refund.
VA	Virgin Australia