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1.0 Purpose

This Policy is intended to provide ticketing agents with supplementary information (including important definitions and ticketing principles) relating to Virgin Australia (VA) Domestic and International fares issued on (795) ticket stock on or after 31 March 2025. This Policy should be read and applied in conjunction with the fare rules of the relevant VA branded fare. Version 2.2 of this Policy supersedes version 2.1 dated 27Aug 25.

This Policy does not apply in relation to involuntary schedule changes. For information relating to involuntary schedule changes, please refer to the Schedule Change Policy.

2.0 General Booking Guidelines

2.1 Fare Brands

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. Branded fares allow VA to group and name fare families and fare types such as [Economy Lite](#), [Economy Choice](#), [Economy Flex](#), [Business](#)

[Virgin Australia recommends that Branded fares is used for shopping VA's products.](#)

Fare rules that govern the use of Branded fares are published in ATPCo and are available to view in the GDS or Sabre host. These rules must be adhered to and can only be waived by an authorised VA employee. Failure to adhere to the applicable fare rules may result in an ADM.

2.2 Most restrictive fare rules

When different fare brands are combined, some fare rule categories will apply the most restrictive fare rules to all fare components of a booking. (e.g. if the rule on the first fare component allows a maximum stay of 60 days and the second fare component allows only 30 days, the most restrictive fare rule will apply, which means the maximum stay for all fare components is 30 days).

The categories of fare rules which will apply the "most restrictive" fare rules to all fare components 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 1.1)
- 18 – Ticket Endorsement
- 20 – Tour Conductor Discount



- 21 – Sales Agent Discount
- 22 – Other Discounts
- 23 – Miscellaneous Tag

Table 1.1 Most restrictive rules and how it relates to change & cancellation fees where more than one fare brand exists on the ticket. The table below applies to all Virgin Australia fares issued on 795 ticket stock.

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
Guest changes only one fare component	Apply the change fee of changed fare component only [single fee]	Apply the highest change fee for all unflown fare components [single fee]
Guest changes more than one fare component	Apply the highest change fee for all changed fare components [single fee]	Apply the highest change fee for all unflown fare components [single fee]
Guest cancels only one fare component	Apply the cancel fee of the cancelled fare component [single fee]	Apply the highest cancel fee and most restrictive fare conditions for all fare components [single fee]
Guest cancels more than one fare component	Apply the highest cancel fee and most restrictive fare conditions for all cancelled fare components [single fee]	Apply the highest cancel fee and most restrictive fare conditions for all fare components [single fee]
Guest changes name* [transfer of guest]	Apply the fee of the most restrictive fare of all applicable fare components [single fee]	Not Permitted

2.3 Booking ownership

This section refers to the booking ownership and when VA will take over ownership of a third party booking to assist the guest with changes and/or cancellations.

Booking channel	Booking Ownership	VA Responsibility
GDS [Third party agents]	GDS [Third party agents]	○ VA will refer guest to third party agent, except in the following situations: ○ The guest is calling on the day of departure ○ The guest is calling outside agency business hours and is scheduled to travel before 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
HOST [B2C and B2B website]	VA	○ VA is responsible for all interactions with a guest

2.4 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

2.5 Duplicate Sectors & Travel via Point of Origin

- Travel via the point of origin on the same ticket is not permitted (see below for exemption), including multiple sectors of the same city pair, in the same direction

For Example

SYD VA BNE /- SYD VA BNE - Not Permitted

BNE VA MKY /- MKY VA X/BNE VA SYD - Permitted as BNE is a transfer point

- No more than one departure from point of origin
- No more than one arrival at point of destination
- No more than one stopover at any one intermediate point
- Exception - Domestic Only - The same city pair can appear on a fare calculation line more than once on an exchanged or reissued ticket only if the original exchange coupon was a single pricing unit.



Existing Itinerary - Domestic	New Itinerary
- BNE SYD 15JAN - SYD BNE 25JAN	- BNE SYD 15JAN - Travelled - SYD BNE 25JAN - Put into credit - BNE SYD 01FEB - New Flight - Permitted Guest has used BNESYD then cancelled SYDBNE and put into credit for a later date. Guest decides to use the credit for a BNE-SYD flight. The reissue is permitted if the new fare is equal or higher value and the fare calculation line now reflect BNE VA SYD /- BNE VA SYD. *** Domestic Only. Not permitted on International Fares

Existing Itinerary - International	New Itinerary
- BNE DPS - DPS BNE	- BNE DPS 01FEB Travelled - DPS BNE 14FEB Placed into credit - BNE DPS 28FEB - New Flight - NOT PERMITTED Guest has flown the BNEDPS then cancelled the DPSBNE and placed in credit. Guest wants to use their credit for a BNE-DPS flight. Reissue of the Inbound flight fare DPS-BNE for the same route as the original Outbound flight of BNE-DPS is not permitted. The fare is filed as a return and must remain part of the one pricing unit.

2.6 Out of system range

At time of original ticket issue, if the inbound date is outside system range but inside maximum stay (i.e. +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, please book the actual return date. VA will waive the applicable change fee only if the **same route is maintained**. For Direct & GDS Third party bookings, a waiver code must be present at time of reissue, so please contact Industry Support to request the applicable waiver code. **Please note that any fare and tax difference must be collected.**



3.0 General Ticketing Guidelines

3.1 Ticketing Deadlines

Failure to issue a ticket before the ticketing deadline provided in the PNR will result in the reservation being cancelled. If the guest needs to change their booking this will need to be done subject to availability at time the change is actioned. The original fare will not be reinstated. Should the itinerary contain different fare brands, the ticketing deadline of the most restrictive fare brand will apply.

3.2 Change fee, cancellation fee & No-show Penalty

Circumstances where guests are required to pay change and cancellation fees are set out in the relevant fare rules. Change and Cancellation fees are non-refundable, unless the guest is entitled to a refund of these fees under the Australian Consumer Law. These fees may be applicable each time the guest changes and/or cancels a booking as outlined by the fare rules of the 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, depending on the fare rules of the ticketed fare.

3.3 Voluntary Change Guidelines

- Refer to fare rules to ascertain if a change fee is applicable
- Rebook guest on the new flight, cabin and/or brand based on the inventory available at the time of the rebook
- Reprice the new itinerary ensuring the correct reissue/exchange principles are used as per section 3.3.1 and 3.3.2
- All tickets must be exchanged/reissued if there is any fare increase, change to the fare component/s, change of pax type and/or a change fee to be collected.
- E-Tickets and EMDs must be used in sequential order.
- Revalidation is only permitted if there has been no change to the base fare, fare component and the **Fare Brand is Flex, Business Class**. All other Fare Brands must be exchanged/reissued.
- Exchanges/Reissues from a private or public commissionable fare to a private or public non-commissionable net fare are not permitted.



3.3.1 Domestic Voluntary Changes

All VA Domestic fares must be repriced after a voluntary change has been made to ticketed flight/s.

Virgin Australia supports automated exchange whereby a fare component within an itinerary will be reassessed at current levels if one or more of the following occurs to that fare component/s:

- o Date and/or time change
- o Booking Class [RBD] change
- o Fare basis code change
- o Brand change
- o Cabin change
- o Route change
- o Passenger type change
- o Name change

If there is no change to a fare component on an itinerary, then the Historic fare should be retained.

Please refer to the below table for more detail

Before or After Departure	Fare Brand	Change to fare component/s	No change to fare component/s
	All	Reprice at current fare	Retain historic fare

- o When reassessing a ticket, the base fare value may be lower, equal or higher than the original ticket if the new fare conditions are met.
- o Please note in the instance that the fare is exchanged to a lower fare, any residual value of the previous ticketed fare will be forfeited.

Note:

- o Historic fares are those fares that were valid at the time of the original ticket purchase [Reissue].
- o Current fares are those fares that are valid at the time of the flight change [Exchange].



3.3.2 International Voluntary changes

All VA International fares must be repriced after a change has been made to ticketed flight/s.
All unflown flights must be repriced.

	One or more fare component has changed
Before Departure of first flight	Reprice entire itinerary at current fares that are valid at time of change [exchange]
After Departure of first flight	Reprice entire itinerary using historic fares that were valid at time of original issue [reissue]

- When reassessing a ticket, the base fare value must be equal or higher than the original ticket

Note:

- Historic fares are those fares that were valid at the time of the original ticket purchase [Reissue].
- Current fares are those fares that are valid at the time of the flight change [Exchange].

3.4 Accountable Document and Fare validity

Market	Scenario	Validity
Domestic	All scenarios	12 months from the original date of issue. All Travel must be completed within 12 months of the original issue date
International	Prime Ticket Issue	12 months from date of ticket issue
International	Unused Exchanged E-Ticket	12 months from the exchanged date of issue
	Partially used E-ticket	Refer to maximum stay rule of purchased fare [most restrictive rule will apply]



All	Unused EMD	12 months from the original date of issue
	Fare	Refer to the maximum stay conditions of the applicable purchased fare. Please note that the most restrictive rule will apply

4.0 General Void, Cancellation/Refund Guidelines

4.1 Void Guidelines

The below bullet points illustrate under what circumstances VA will permit an E-Ticket or EMD to be voided:

- Must be actioned by 2359 on the same day of ticket or EMD issue
- Must be actioned by the same agent, with the same issuing office and IATA and within the same GDS

After a void transaction, reservation must be updated to ensure the itinerary matches the active ticket, or that all unwanted itinerary segments are cancelled.

4.2 Cancellation/Refund Guidelines

The below bullet points are to be used as a guide but do not supersede the fare rules of the applicable fare or the operation of the Australian Consumer Law or any other law:

- Refer to fare rules to determine eligibility for a refund of the ticket
- If the ticket has been exchanged from a non-refundable fare the original refund conditions apply if the ticket has been exchanged the most restrictive refund conditions will apply so, please refer to the refund conditions of both the original and exchanged ticket
- Before applying for a refund, all flight sectors must be cancelled
- Refunds out of sequence are not permitted
- Refunds must be processed back to the original form of payment
- Airline fees (YR/OB) are non-refundable for voluntary cancellations
- Refunds for insurance purposes can only be submitted after applicable travel date
- Any waiver code must be added to the Airline Authority/Waiver code box for trade bookings
- Refund requests for domestic fare and taxes on tickets must be submitted within 13 months of the ticket's original date of issue
- Refund requests for international fare and taxes on tickets must be submitted within:
 - 13 months of the ticket's original date of issue; or
 - 13 months of the voluntary exchanged date of issue
- Refund requests submitted outside the above timeframes will not be eligible for refund and the ticket will be deemed expired, unless the Australian Consumer Law or any other applicable law entitles the Guest to a refund

A waiver may be granted by VA in special circumstances (at VA's sole discretion) through the issue of an approved Waiver Code, upon application by the Travel Agent to VA to permit the refund of an expired ticket. Travel Agents must contact Virgin Australia Industry Support to seek consideration and approval for the required Waiver Code.



4.3 GDS automated refunds

GDS Automated refunds can be processed subject to compliance with the refund time restrictions set out in clause 4.2, if the following conditions are met:

- Fare rules permit a refund
- Ticket coupon status is in OK status
- All unwanted travel was cancelled before scheduled departure
- The requester has the same ticketing IATA and GDS as the ticket issuer
- Ticket can be unused or partially used
- Waiver code present if standard fare rules are not met. This must be approved by VA and subject to audit if not used as authorised
- A refund is required to be given in order to comply with the Australian Consumer Law or other applicable law
- Refunds can take up to 10 business days to be processed

4.4 BSP link manual refunds

BSP link refunds can be processed subject to compliance with the refund time restrictions set out in clause 4.2, if the following conditions are met:

- Fare rule permits a refund
- Fare does not permit a refund, but a VA authorised waiver has been provided
- Ticket coupon status is NOT in OK status
- Ticket was reissued by Virgin Australia
- Cannot be processed as a GDS automated refund [VA will charge an admin fee if the refund is eligible for an GDS automated refund]
- A refund is required to be given in order to comply with the Australian Consumer Law or other applicable law
- Refunds can take up to 15 business days to be processed



5.0 Guest names

5.1 General information relating to Guest names on Virgin Australia Operated flights.

- **For domestic travel:** the Guest name in the booking must match the first and last name as it appears on the Guest's formal identification [i.e. Driver's licence]. If the name does not match, a name correction will be required as the guest may be denied boarding if booking name and formal identification do not match
- **For international travel:** the Guest name in the booking must match the first and last name as it appears on the Guest's passport. All visas or electronic travel authorisations must also match their official identification and booking. If the name does not match, a name correction will be required as the guest may be denied boarding if booking name and formal identification do not match
- Names 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 [e.g. 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 with fictitious names are not permitted and are subject to auto cancel and/or ADM
- Should the booking contain a flight operated by a Partner Airline please [contact Virgin Australia](#) for assistance.

5.2 Passenger types

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 on Virgin Australia's Domestic and International Short haul Network. For our International Long-Haul flights operated by our partner airlines, please refer the operating carrier.

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 years old 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 years old 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)
- An Adult Guest 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 in line with VA's Medical Clearance Guidelines available on its website
- There are a maximum number of infants allowed to be booked on a flight. Please ensure the booking has received a confirmed INFT SSR at time of booking
- 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](#)

5.3 Name corrections

Name Corrections are permitted (subject to payment of the service fee outlined in Table 1.2 below) 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; Driver's 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 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, and when a waiver and documentation is required to support the name correction.

Table 1.1 – Scenarios for a name correction

Correction Type	Name Correction Service Fee [YR]	Reissue Fee [if applicable] [YR]	Waiver Required	Supporting Documentation Required
Up to 3 characters	√	x	x	x
More than 3 characters	√	√	√	√
Title	√	x	x	x
Shortened version of full real name (e.g. Liz/Elizabeth)	√	√	√	x
Names entered in the wrong order (e.g. Elizabeth/Smith when should be Smith/Elizabeth)	√	√	√	x
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	x	x	√	x

The below table details the **Name Correction service fee**, the amount to be collected and how to collect it. Please note that if the purchased fare has an applicable reissue fee, both the name correction service fee and applicable reissue fee can be collected as two separate YR and UO fees. i.e. AUD99.0YR AUD9.91UO & AUD40.00YR and AUD4.00UO or consolidated as a single i.e AUD139.09YR & AUD13.91UO fee.

Table 1.2 – Name correction service fee

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



5.4 Name changes

A name change is a request to transfer an e-ticket for a domestic Australia itinerary 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 value, the guest will forfeit any original value that was present on the original ticket.

Please ensure the ticketed fare rules are referred to as a Name change is only permitted in some instances.

Please note if the domestic purchased fare does not permit name changes the guest can upgrade to a fare that does permit name changes provided the applicable fees and fare difference is collected including the name change fee.

Where a domestic name change is required and rebooking inventory is unavailable, a new PNR must be created and waitlisted in J or Y class on the same flight, then contact Virgin Australia Industry Support with the new and existing PNR to confirm the inventory. Upon seat confirmation the booking must be repriced at current fares with all applicable fees, fare differences and taxes collected, with any residual value forfeited if the new fare is lower. Note that name changes are not permitted on itineraries containing an international sector.

Please refer to the ticketed fare rules for more information.

Tickets that are eligible for a name change:

- Ticket must allow a name change in their fare rules
- 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 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.



6.0 FAQs

Q. What type of fares does Virgin Australia sell?

Virgin Australia sells a variety of fares issued on 795 ticket stock which are issued via all [published] or selected [private] distribution channels. The fares can be one way, return or used to combine end on end itineraries with another Virgin Australia fare. These fares can be found in the GDS, our website or by contacting our Guest Contact Centre.

Q. Can I apply this policy to any fare issued on 795 ticket stock?

No, this policy only relates to Virgin Australia fares issued on 795 ticket stock. Some other airlines allow their fares to be plated to 795 ticket stock, but the fare conditions of the other airline will apply. Please refer to the other airline.

Q. Does Virgin Australia require an E-Ticket to be issued for all passenger types?

A. Yes, for any ticket that is issued on 795 ticket stock, the passenger type must have an E-Ticket issued. This includes infants without a seat.

Q. Does Virgin Australia permit use of a ticket out of sequential order?

A. No, Virgin Australia requires all tickets to be used in sequential order. E-tickets and EMDs are valid only for transportation as shown on the document. Flight and Ancillary coupons shall be honoured only in sequential order. These documents (E-tickets and EMDs) will not be honoured and will lose their validity, and the fare paid will be forfeited if coupons are not used in the sequence as issued.

Q. Does Virgin Australia permit travel via the point of origin or the same Origin & Destination to appear on the same ticket?

A. No, VA does not permit travel via the point of origin or the same origin & destination on the same ticket. For example, in this scenario SYD-BNE/-SYD-BNE, two tickets must be issued as they are treated as two separate fares that cannot be combined.

Q. Are Australian based agents required to collect GST (UO tax) on wholly Domestic Australian Tickets?

A. Yes, Australian based agents are required to collect GST as a UO tax in addition to base fare and other applicable taxes and surcharges.

Q. Does VA enforce married sector logic?

A. Yes, VA does enforce married sector logic. In certain cases, VA may offer more availability on flight segments if they are sold as part of a connecting flight, rather than as individual flight segments. Additionally, some segments may be restricted for use as part of connecting flights only. When segments are sold together in this way, they are known as married segments. If segments are married, the sectors cannot be cancelled, priced, rebooked, or issue a married segment individually. Married segments allow VA to control inventory, by combining two or more segments in the sell request and processing them as one unit.



Q. Does VA charge booking and service fees?

A. Yes, VA may charge a booking or service fee. Please refer to the following policies for more information:

Payment surcharge [policy](#) for bookings made via the GDS

Q. What is the difference between a credit and a refund?

A. If a guest wants to cancel their booking, their fare rules will stipulate whether they are entitled to a credit or refund for the value of their booking. Please refer to the fare rules as the refund and credit conditions may differ.

A credit is when a guest retains the value of the ticket [as a credit] for use on a new VA 795 ticket within 12 months from the date of issue. Third party bookings will maintain the credit as an open ticket.

A refund is when a guest receives a payment for the value of the ticket to their original form of payment. Refund requests must be submitted by the Agent within the timeframes set out in section 4.2 of this policy. Requests submitted outside these timeframes will not be eligible for a refund and the ticket will be deemed expired, unless the Australian Consumer Law or any other applicable law entitles the Guest to a refund. A waiver may be granted by VA in special circumstances (at VA's sole discretion) upon application by the Agent to VA to permit the refund of an expired ticket. Travel Agents must contact Virgin Australia Industry Support to seek consideration and approval for the required Waiver Code.

Q. I notice that Economy Lite fares permit a change but do not permit a credit. How does VA determine the difference between use of credit versus a change when both result in an exchange of an E-ticket?

A. VA consider a change to the booking when the cancellation [old flight], rebook [new flight] and exchange of the E-Ticket occurs on the same day. For any other scenario where an exchange occurs, this will be considered use of credit which is not permitted as per fare rule and subject to ADM.

Q. Why am I not permitted a refund when the fare rule states cancellation is permitted?

A. The cancellation is the action. i.e. cancellation of the seats. Please refer to the refundability clause for the ticketed fare to understand if a refund is permitted. The ticketed fare may only be permitted to cancel and maintain a credit or cancel and forfeit the fare.



7.0 General Booking & Ticketing 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.
ACM	Agency credit Memo is an industry standard document where in the event that a Travel Agent has audited or reconciled tickets and has noticed a variance, the Travel Agent shall request an Agency Credit Memo (ACM) and shall provide valid information of the identified variance
Advance Purchase	The Advance Reservations and Ticketing Category (Category 5) is used to define advance reservations and ticketing requirements applicable to a fare. Reservation restrictions may be specified as a period of time before departure of the originating flight of the pricing unit that indicates either the latest time reservations are required, or the earliest time reservations are permitted.
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.
Booking	The reservation of a fare or fee product for an itinerary by a guest.
Booking & Service Fee/Payment surcharge	Payment Surcharge applies to tickets issued in Australia or New Zealand and paid for by debit or credit card.
Credit	The residual value of an unused or partially used passenger ticket is held by the airline in the form of a ticket or in a TravelBank and may be applied toward the purchase of future transportation, in accordance with applicable credit rules, fare rules and conditions of carriage
DOI	Date of Issue
EMD	Electronic Miscellaneous Document. One or many electronic documents that may be associated to a flight coupon, referenced to a ticket, or issued separately to document a sale and track usage of optional services and other miscellaneous fees
E-Ticket	A ticket issued electronically, which is comprised of Electronic Coupons, and authorises a Guest to travel from one point to another.
Exchange	An exchange is a change to the carrier, flight, date, class of service or sector of the first flight coupon for international itineraries. The new fare shall be calculated from origin to destination of the new journey based on the fares applicable at the time of commencement of the new transportation (that is, using current fares). See also reissue.
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.
Fare Brand	Fares that are differentiated beyond just the price by being paired with other features and organized into consumer-recognizable products with distinct service offerings, i.e., seat assignment/upgrade, checked baggage, ticket



	refundability, carry-on baggage, priority services, meals and drinks, mileage accrual, lounge, upgrades, inflight entertainment, Wi-Fi
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 Construction	The text details of a customers' itinerary identifying the destination where a given fare begins and ends and any transfer or stops in-between, including the airline codes booked and the monetary value in NUC's. Terminal points are where a fare component breaks.
Fare Component	A portion of an itinerary between two consecutive fare construction points. If the journey has only one fare component, the point of origin and destination are the only fare construction points.
GDS	Global Distribution System
Gross Fare Amount	A filed published or private fare [the amount shown in the Base Fare box of the passenger coupon]. Also called ticketed fare amount
IATA	International Air Transport Association
ISH	International Short Haul
Maximum Stay (ATPCo Category 7)	The maximum number of days or months permitted on a return airfare. In the absence of a defined Maximum stay (Category 7) the default maximum stay period is 12 months from the date of departure. There may be other travel requirements coded in the Category 7. For example, a requirement to complete inbound travel after a defined number of days.
Minimum Stay (ATPCo Category 6)	The minimum number of days or months permitted on a return airfare. There may be other travel requirements coded in the Category 6, for example, minimum of 1 Saturday night stay. In the absence of a defined Minimum stay (Category 6) there are no restrictions.
Name Change	Using the value of an unused e-ticket as payment towards a new e-ticket in another person's name.
Name Correction	A correction to the name of the same ticketed person. Refer to section 5.3 of this Policy
NET	Negotiated ticketing agreement.
Net Fare Amount	The amount that is remitted to the carrier by the agent through ARC/BSP after deduction of commission [if applicable]
No Show	A traveller fails to board a flight regardless of whether they have checked in
NUC	Neutral Unit of Construction a non-currency form of value for the sole purpose of fare construction, usually equal to the USD. An applicable ROE (rate of exchange) is used to covert the NUC value into the currency of the fare e.g.: AUD) NUC multiplied by ROE to convert to the currency of commencement



OA	Other Airline
Overseas Based Agents	Any agent who resides outside of Australia and sells VA tickets in a currency other than Australian dollars.
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 (if supported by the check-in carrier)
Pricing Unit	1. A one-way fare that is qualified in its own terms independent of any other fare component. 2. Combination of two or more fare components where one or more of the components is dependent upon all of the others to qualify for auto pricing. Also called priceable unit.
Private Fares	Private Fares are fares with a limited distribution and use as agreed between VA and specified parties. These fares may be priced by the account code and/or by using a private or net qualifier code.
Published Fares	The industry term for a fare available to the general public for purchase; usually called public fare at ATPCO.
Ticketing Time Limit (TTL)	The date and time by which a ticket must be issued. Also refer to Category 5
RBD	Reservation Booking Designator. Also called booking class or booking code.
Refund	Return of relevant portion of monies paid for an unused or partially used passenger ticket in accordance with the applicable fare rules and conditions of carriage to the original form of payment.
Reissue	A reissue is a change other than a change to the carrier, flight, date, class of service or sector of the first flight coupon of an international journey. The fares to be used will be based on the fares in effect on the date of original issue and applicable at the time of commencement of transportation (that is, using historical fares). See also exchange.
RI	Revenue Integrity. A system used by the airline to define and ensure rules of purchase are adhered to.
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. NUC multiplied by ROE to convert to the currency of commencement
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