

Wonderful Bali Travel Agent Incentive Terms and Conditions

1. Information on how to enter and the prizes as noted below form part of these Terms and Conditions (**Terms**). Participation in this promotion (**Promotion**) in accordance with these Terms is deemed acceptance of these Terms by the "Participant" (as defined below).
2. This Promotion is conducted by Wonderful Indonesia of registered address Sapta Pesona Building, 10th Floor Jalan Medan Merdeka Barat No. 17 Jakarta 10110 (**Wonderful Indonesia** or **Promoter**). Virgin Australia Airlines Pty Ltd (ABN 36 090 670 965) of registered address 275 Grey St, South Brisbane QLD 4101 is a Partner of this Promotion (**Virgin Australia** or **Partner**). Only travel agents based in Australia who are registered on the Virgin Australia Trade Database (referred to as **Trade Portal**) are eligible for entry into this Promotion and those that enter and comply with these Terms are referred to in these Terms as a "**Participant**". Travel agents and agencies that make bookings automatically without a human consultant (**Online Travel Agents**) are not eligible to participate. For the avoidance of doubt, Online Travel Agents do not include travel agents where a human consultant services customers by phone, email, chat functionality or face-to-face. Employees, officers, directors and agents of Wonderful Indonesia and its subsidiaries, the Partner and each of their immediate families (spouse, parents, siblings and children) and household members are not eligible to participate.
3. Participants must be aged 18 years or over and be subscribed to the Trade Portal. If the Participant is not subscribed, they can create a login account and subscribe to the Trade Portal [here: https://www.virginaustralia.com/au/en/travel-info/flying-with-us/agency-hub/agency-hub-trade-subscriptions](https://www.virginaustralia.com/au/en/travel-info/flying-with-us/agency-hub/agency-hub-trade-subscriptions)
4. To be eligible to win and take the Prize, Participants must be actively working with an Australia-based travel agency (excluding Online Travel Agents) at the time of winning and taking the Prize, and must be available to travel on 27 October 2025 until 2 November 2025, to coincide with the Industry familiarisation trip dates and must accept the Promoter's Letter of Commitment for the trip.
5. Entries into this Promotion open at 9:00am AEST on 1 August 2025 and close at 23:59pm AEST on 7 September 2025 (**Promotional Period**).
6. How to Enter

To enter the Promotion, Participants must, during the Promotional Period and subject to the exclusions in clause 7:

- a. issue at least one ticket for flights on Virgin Australia departing from Australia to or via Denpasar, Bali (one way or return), (excluding group bookings and infant tickets) on 795 stock, with the Code included in the PNR (each, an **Eligible Booking**). Group bookings refer to bookings of 10 or more seats on a flight. Infant bookings refer to tickets for passengers under 2 years old.
- b. The Participant must indicate in the passenger name record (**PNR**) in the other services information (**OSI**) field of the Participant's preferred GDS, the Participant's name (**Code**), as follows:
 - i. Amadeus: OS VA VAIN VA/GG/AgentFirstNameLastName
 - ii. Galileo: SI.VA*VAIN VA/GG/AgentFirstNameLastName
 - iii. Sabre: 3OSI VA VAIN VA/GG/AgentFirstNameLastName

The Code must appear on the Eligible Booking at the time the Eligible Booking is made. The Participant is responsible for ensuring that the Code is input correctly because an invalid or incorrect Code will cause the Eligible Booking to be excluded from the final entry count for the Participant. No prompt or warning will be issued if a Code is inputted incorrectly. This Code in the OSI field is required for Virgin Australia's reporting purposes.

7. One entry will be awarded to a Participant for each Eligible Booking the Participant makes regardless of the number of flights, sectors or passengers. The total number of Eligible Bookings issued by the Participant within the Promotional Period constitutes the final entry count for the Participant. For the avoidance of doubt, a booking of less than 10 passengers that includes both eligible and excluded tickets (for example, adult and infant tickets) will constitute an Eligible Booking.
8. Bookings that comply with these Terms when booked but which are subsequently cancelled will not be counted towards the final entry count.
9. Tickets issued with the criteria below are not "Eligible Bookings" and are not eligible for the Promotion:
 - 9.1 Tickets without the Code entered on the PNR (as per clause 6b above)
 - 9.2 Codeshare flights;
 - 9.3 Familiarisation (Fam);
 - 9.4 Airline discount (AD);



- 9.5 Industry discount (ID); or
9.6 Infant tickets.
10. Participants must make any disclosures to the customer, as required by law, regarding the potential benefits the Participant may receive by making a booking in connection with this Promotion.
11. Wonderful Indonesia and Virgin Australia reserve the right at any time to disqualify any Participant who provides false or misleading information, fails to provide information reasonably requested by Wonderful Indonesia or Virgin Australia or fails to comply with these Terms, conspires with others to gain an unfair advantage, or is otherwise involved in any way in manipulating, interfering, or tampering with the conduct of the Promotion provided the Promoter has acted reasonably and in compliance with all applicable laws.
12. Prizes:
- 12.1 The five (5) Participants with the highest number of Eligible Bookings (together the “**Winners**”) during the Promotional Period will each win the prize below (**Prize**): One (1) x ticket consisting of Economy Class return flights on Virgin Australia from Sydney, Melbourne, Adelaide, or Brisbane to Denpasar, Bali, one (1) x ticket consisting of Economy Class return flights from Denpasar to Labuan Bajo, Four (4) nights’ single accommodation in Bali, two (2) nights’ accommodation on LOB at Labuan Bajo and in-destination experiences as determined by the Promoter. Travel and booking are subject to the restrictions set forth below.
- 12.2 In the event of a tie for 5th position (tied Participants recording the same number of Eligible Bookings), then the Participant with the higher sales revenue amount will be the Winner. If the sales revenue amount of the tied Participants is also the same, then the Participant that was first to issue their final Eligible Bookings will be the Winner.
- 12.3 Winners will be notified in writing and by phone using the contact information linked to their Trade Portal account. If any Winner did not input their contact information in their Trade Portal account, the Promoter will exercise reasonable attempts to contact the Winner. If the Winner cannot be contacted, then the Prize shall be deemed to have been forfeited.
- 12.4 Total prize value for each Prize is approximately AUD \$7400. Total prize pool value is approximately AUD \$37000.
13. Winners will be notified via email by 10 September 2025 and provided with a copy of the Promoter’s Letter of Commitment. Winners will have three (3) business days to respond via email to accept the Prize and Letter of Commitment. If a Winner does not claim the Prize within this time, the Prize shall be deemed to have been forfeited.
14. The Promoter reserves the right, at any time, to verify the validity of entries and Participants and that these Terms have been complied with (including verifying Participants’ identity, age, employment and place of residence) and reserves the right to disqualify any individual who the Promoter has reason to believe has breached any of these Terms, tampered with the entry process or engaged in any unlawful or other improper misconduct calculated to jeopardise fair and proper conduct of the Promotion. Errors and omissions may be accepted at the Promoter’s discretion. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. The Promoter’s legal rights to recover damages or other compensation from such an offender are reserved.
15. All entries become the property of the Promoter.
16. Incomplete or indecipherable entries will be deemed invalid.
17. If there is a dispute as to the identity of an entrant, the Promoter may determine the identity of the entrant, in its reasonable discretion.
18. If for any reason a Winner does not take or redeem a Prize (or part of a Prize) or the Winner does not participate in a part of the Prize at/by the time stipulated by the Promoter, then the Prize (or that part of the Prize) will be forfeited.
19. All travel arrangements must be booked through Wonderful Indonesia, in compliance with any instructions that may be given to the Winner. Each Winner must have valid government-issued documents as required for the itinerary and be legally able to travel without a legal guardian. Winners are responsible for the cost of any additional accommodation, visas, passports, insurance and transportation to and from the specified departure city, and/or lodging expenses, meals, and other travel expenses not specifically included in the prize described in clause 12. The Prize tickets do not entitle the holder to any Velocity Points as part of the Velocity Frequent Flyer program. The Prize tickets will be issued as electronic tickets. Travel insurance is included in the Prize. Prize must be taken on 27 October 2025 to 2 November 2025 to coincide with the Industry Famil.



Wonderful Indonesia and Virgin Australia are not liable for any expense incurred as a consequence of a flight cancellation or flight delay. Travel is subject to availability and certain other restrictions, which are subject to change at the sole discretion of Wonderful Indonesia and Virgin Australia. Flight schedules are subject to change without notice.

20. All participants are required to obtain a Visa on Arrival (VOA) & pay the Tourism Levy upon arrival in Bali, Indonesia. The VOA and Tourism Levy fee shall be borne individually by each Winner and is not covered in the Prize.
21. If a Prize (or part of a Prize) is unavailable, the Promoter, in its discretion, may substitute the Prize (or that part of the Prize) with a Prize to the equal value and/or specification, subject to any written directions from a regulatory authority.
22. Prizes, or any unused portion of a Prize, are not transferable or exchangeable and cannot be taken as cash.
23. All Participants consent (in the event they are a Winner) as part of their entry into this Promotion to Wonderful Indonesia and Virgin Australia using their name, likeness, image and/or voice (including photograph, film and/or recording of the same) in any media for an unlimited period without remuneration for the purpose of promoting this Promotion (including any outcome), and promoting any products manufactured, distributed and/or supplied by the Promoter and its Partner.
24. The Promoter will collect Participants' personal information available from their Trade Portal account (including their name, username and published contact details) to enable them to enter the Promotion and in order to administer the Promotion. The Promoter may collect additional information from the Winners (including additional contact information, date of birth and passport copies) in order to verify the identity of each Winner, announce the Winners, and award, provide and manage any prizes. If a Participant does not provide the Promoter with requested personal information, the Participant will not be eligible to participate in the Promotion or win a prize. Information collected or submitted in connection with the Promotion will be treated in accordance with the Virgin Australia Group Privacy Policy, available at www.virginaustralia.com/privacy
25. If this Promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, including but not limited to technical difficulties, unauthorised intervention, fraud, cancellation of event, changes, government restrictions, epidemics, pandemics or health concerns, the Promoter may to the fullest extent permitted by law: (a) disqualify any entrant; or (b) modify, suspend, terminate or cancel the Promotion, as appropriate.
26. Any cost associated with accessing the promotional website is the Participant's responsibility and is dependent on the internet service provider used. The use of any automated entry software or any other mechanical or electronic means that allows a Participant to automatically enter repeatedly is prohibited and will render all entries submitted by that Participant invalid.
27. Each Participant indemnifies the Promoter and its related companies against all claims, loss, damage, costs and expenses (including legal costs) suffered or incurred by the Promoter as a result of the Participant's conduct in the Promotion, any breach of these Terms by the Participant or their use of any Prize. Participants must comply with any applicable laws in connection with participation in the Promotion and taking any Prize, including laws regarding referral arrangements and secret commissions.
28. Nothing in this clause 28 limits any right or guarantee (**Non-Excludable Guarantees**) the Participant may have under Schedule 2 of the Competition and Consumer Act 2010 (Cth) and any equivalent state or territory legislation (**Australian Consumer Law**) or any other applicable laws and conventions that cannot lawfully be excluded. Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its officers, employees and agents) are not responsible for and exclude all liability for any personal injury and any loss or damage (including loss of opportunity), whether direct, indirect, special or consequential, arising in any way out of: (a) an event of force majeure; (b) any technical difficulties or equipment malfunction; (c) any theft, unauthorised access or third party interference; (d) any entry or prize claim that is late, lost, altered, damaged or misdirected due to any reason beyond the reasonable control of the Promoter; (e) any variation in prize value to that stated in these Terms and Conditions after the date of these Terms and Conditions; (f) any tax liability incurred by a Winner or Participant; or (g) use of a Prize. For the purposes of this clause 8, an event of force majeure means: (a) an act of God; (b) war; (c) any act of terrorism; (d) revolution; (e) any unlawful act against public order or authority; (f) a strike or industrial dispute; (g) an act or omission of a government agency; (h) an epidemic or pandemic; or any other event (whether the same or different to the events set out in (a) to (h) above) that is out of the Promoter's reasonable control.

