

Virgin Australia Payment Policy

This policy outlines the payment methods accepted by Virgin from Agents and the obligations and requirements of Agents who use these Virgin Payment Methods.

1. Virgin Australia Payment Methods

1.1 For the purchase of Virgin Australia Products via Agents, Virgin allows the following payment options:

- a) Customer Card Payments; Visa, Mastercard, American Express, Diners
- b) IATA Billing and Settlement Plan (BSP) Cash
- c) ARC Cash (US market only)
- d) IATA Easy Pay
- e) UATP

1.2 Virgin Australia Payment Fees may apply to certain Virgin Australia Payment Methods. Credit card fees are collected through your Technology Partner using the industry standard OB code.

1.3 Despite any IATA resolution, no Cards issued in the name of the Agent or their respective Personnel (Agent or Agency Card) will be accepted by Virgin Australia as a payment method for the purchase of Virgin Australia Products.

1.4 Virgin Australia reserves the right to issue an ADM (Agency Debit Memo) when the card used is in the name of the Agent or personnel.

2. Compliance

2.1 When utilising Virgin Australia Payment methods, Agents must comply with:

- a) The requirements set out in IATA Resolution 890
- b) The PCI DSS compliance (and any new and updated version of the PCI DSS)

2.2 The Agent is liable for all costs and/or penalties as a result of non-compliance.

2.3 Virgin Australia reserves the right to issue an ADM to recover the cost and/or penalties.



3. Cardholder authentication and card payment authorisation

3.1 Prior to accepting a Customer Card for payment of a Virgin Australia travel product, the Agent must:

- a) determine if Virgin Australia accepts the form of payment presented prior to proceeding with the purchase.
- b) check validity of the Customer card, and purchase is authorised by the cardholder
- c) undertake the necessary authorisation process mandated by the relevant Card Scheme, local legislation, or regulation.

4. Refunds

In accordance to the Virgin Australia Refund Policy, the Agent is only permitted to issue refunds to the original method of payment used to make the transaction.

5. Disputed transactions

Virgin Australia will ask the Agent for information on any disputes if it receives a dispute or chargeback request from its banking institution. If the Agent does not provide the required information within the specified timeframe or if the Fraud Chargeback is upheld by the card issuer, Virgin Australia will issue an ADM to the Agent to cover the value of the chargeback in accordance with IATA resolution 890 and the Virgin Australia ADM Policy.

