

## Purpose of this Policy

Virgin Australia is committed to ensuring the safety and comfort of all our passengers, especially our young travellers flying solo. The purpose of this Unaccompanied Minor Policy (**Policy**) is to supplement the '[Unaccompanied Minor travel](#)' section on the Virgin Australia website and to provide parents and/or legal guardians of unaccompanied minors with key information (including any terms and conditions) relating to their unaccompanied minor booking.

## When does this Policy apply?

This Policy applies to all bookings for an unaccompanied minor travelling with Virgin Australia and parents and/or legal guardians must agree to this Policy to proceed with their booking.

## Age Restrictions

When travelling with Virgin Australia, children aged:

- 0-4 (inclusive) - must travel with an adult aged 15 or older, or legal guardian aged 13 or older.
- 5-11 (inclusive) - must either be booked as an Unaccompanied Minor, or travel with an adult aged 15 or older or legal guardian aged 13 or older.
- 12-15 (inclusive) - may be booked as an Unaccompanied Minor, Young Person Travelling Alone or adult.
- 16-17 (inclusive) - may be booked as a Young Person Travelling Alone or adult.

All Unaccompanied Minor and Young Person Travelling Alone bookings should be organised in advance through the [Virgin Australia Guest Contact Centre](#).

## Documentation & Personal Information

1. The child must be in possession of all relevant travel documents (proof of age, passport, visas, health certificate etc.) when travelling with Virgin Australia. Virgin Australia is not responsible for:
  - a. any documents lost during the course of the child's travel; or
  - b. obtaining any travel documents that may be missing or defective.
2. The child must be in possession of the correctly completed Virgin Australia Unaccompanied Minor Form.
3. Virgin Australia will collect the child's personal information (including sensitive information such as health information, where relevant) for the purpose of facilitating an unaccompanied minor booking. The child's personal information may be disclosed to the person escorting the child at departure and the person collecting the child on arrival and will otherwise be handled in accordance with the [Virgin Australia Privacy Policy](#).
4. The parent and/or legal guardian arranging travel must notify the person assigned to escort the child at departure and the person assigned to collect the child on arrival that Virgin Australia will handle their personal information provided on the Virgin Australia Unaccompanied Minor Form for the purposes of facilitating the travel of the unaccompanied minor, and otherwise in accordance with the Virgin Australia Privacy Policy.

## Drop-off & Pickup

### Drop-off

5. The person nominated on the Virgin Australia Unaccompanied Minor Form to escort the child at departure is required to produce photo identification to check-in the child and at handover of the child. Acceptable identification includes:
  - a. Passport
  - b. Driver's Licence
  - c. Government issued Proof-of-Age card
6. Proof-of-age identification is required to check-in the child. Acceptable identification includes:
  - a. Passport
  - b. Birth Certificate
  - c. Immunisation Card/Book (must include date-of-birth and full legal name of child)
7. The person assigned to escort the child at departure must remain at the airport until after the flight has departed.
8. The child will be subject to the applicable airport security screening procedures (which may include explosive trace detection testing and body scanners).
9. For domestic flights, the person assigned to escort the child at departure is required to escort the child to the boarding gate. This will include compliance with applicable airport security screening procedures (if the child is required to undertake a frisk search as part of the screening process, the escort will be required to provide consent to the screening authority).



## Pick-Up

10. The parent and/or legal guardian arranging travel must obtain the prior consent of the person nominated on the Virgin Australia Unaccompanied Minor Form to collect the child on arrival.
11. The parent and/or legal guardian arranging travel is responsible for providing details of the child's travel (i.e. flight number, arrival time etc.) to the person collecting the child and must inform the collecting party that they are responsible for keeping themselves informed of the scheduled arrival time for the child's flight.
12. The person nominated to collect the child on arrival will be required to produce identification to collect the child. Acceptable identification includes:
  - a. Passport
  - b. Driver's Licence
  - c. Government issued Proof-of-Age card.
13. The person nominated to collect the child on arrival is required to attend the airport at the scheduled arrival time.
  - a. For domestic flights, they must be at the arrival gate prior to the scheduled arrival time. This will require compliance with applicable airport security screening procedures so that they can enter the sterile area of the airport.
  - b. For international flights they must be at the applicable international arrivals collection point prior to the scheduled arrival time.

## Failure to Collect

14. Virgin Australia will take whatever action it considers appropriate for the child having regard to the circumstances and for the child's safety and welfare, which may include returning the child to the airport of original departure or contacting police if the child is not collected.
15. The parent and/or legal guardian will be required to reimburse Virgin Australia for all reasonable and substantiated costs incurred whilst the child remains in Virgin Australia's care, including but not limited to transportation, meals, accommodation, and providing a carer for the child.

## Flight Delays, Cancellations & Diversions

16. Virgin Australia will take whatever action it considers appropriate for the child, having regard to the circumstances and for the child's safety and welfare, which may include returning the child to the airport of original departure or arranging accommodation and care for the child until an alternate flight is available.
17. The parent and/or legal guardian will be required to reimburse Virgin Australia for all reasonable and substantiated costs incurred whilst the child remains in Virgin Australia's care, including but not limited to transportation, meals, accommodation, and providing a carer for the child. However, this obligation does not apply to the extent that the guest is entitled to receive compensation or assistance for such costs under Virgin Australia's Guest Compensation Policy or under applicable laws, including the Australian Consumer Law or international conventions.

## Contact details

18. The parent and/or legal guardian nominated on the Virgin Australia Unaccompanied Minor Form will be the first point of contact; this person must be contactable at all times whilst their child remains in Virgin Australia's care.

## Travel Onboard

19. Virgin Australia is unable to administer medication to the child and accordingly, is not responsible for or is in any way liable in respect of the administration (or non-administration) of such medication.
20. If the child carries a device onboard that can access Wi-Fi and Inflight Entertainment, Virgin Australia is unable to monitor the child's use of that device. Use of the device will be subject to the [Virgin Australia Terms of Use](#) and [Wi-Fi Onboard Terms of Use](#) for inflight connectivity, and the [Inflight Entertainment Terms and Conditions](#). There may be circumstances where the child accesses content that is not suitable for them, including MA15+ content. In these circumstances, the parent and/or legal guardian agrees that, to the extent permitted by law, neither the child, nor anyone behalf of the child, will have any claim against Virgin Australia or any of its officers, agents, or employees in respect of the in-flight entertainment or internet content that is viewed by the child.
21. Virgin Australia accepts Visa, Mastercard and American Express physical and digital credit/debit cards for in-flight food and beverage purchases. The child will not be served hot beverages. Please note cash, prepaid cards and gift cards are not accepted for onboard purchases. For further information refer to the [Virgin Australia website](#).

## Other

22. The child's travel is subject to [Virgin Australia's Conditions of Carriage](#), Virgin Australia policies and applicable laws.

