

FUTURE FLIGHT CREDIT POLICY

UPDATED 14 January 2021
Version 4



Future Flight Credit Policy

Commercial Policy

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| ISSUE DATE | 14 January 2021 |
| SUPERSEDES | <ul style="list-style-type: none"><input checked="" type="checkbox"/> Travel bank/ Credit Shell / Unused ticket policy for scenarios listed below<input checked="" type="checkbox"/> Virgin Australia Conditional credit policy<input type="checkbox"/> Virgin Australia Schedule Change Policy<input type="checkbox"/> Virgin Australia Standard Disruption Guidelines<input type="checkbox"/> VA guest Compensation Policy for bookings made before 20 April 2020 |
| NOTES | Virgin Australia will continue to monitor and adjust this policy as required. |

Policy Details

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| INTENT | Provide guidelines for credit eligibility, usage and bookings that are created using travel banks, unused tickets and conditional credits as a form of payment, where the original payment date was on or before 20 April 2020, which under the Deed of Company Agreement (DOCA) are referred to as "Future Flight credit" (FFC). |
| FUTURE FLIGHT CREDIT DEFINITION | <p>The following tickets, credits, or deposits held are considered Future Flight credits</p> <ol style="list-style-type: none">1. Original ticket issued on/before 20 April 2020<ul style="list-style-type: none">- All existing credit held including those held under Conditional credit terms or- Tickets where flights are cancelled post 22 October 20202. Virgin Australia Holiday booked on/before 20 April 2020<ul style="list-style-type: none">- All existing credit held including those held under Conditional credit terms or- Holiday packages cancelled post 22 October 20203. Group payments deposited on/before 20 April 2020<ul style="list-style-type: none">- All payments held including those held under Conditional credit terms or- Group tickets where flights are cancelled post 22 October 20204. Any credit held which was issued, on/before 20 April 2020, as form or compensation for any service-related incidents arising in connection with a flight or holiday package sold by Virgin Australia, Virgin Australia Holidays and or Tigerair.5. Credits from unused Ancillaries where the Ancillary was purchased on/before 20 April 2020 <p><i>Note:</i> For flight bookings the status of the flight segments (still booked) or cancelled (and the date of said cancellation) is irrelevant. The guiding principle is the date of issue of the original customer financial transaction with Virgin Australia.</p> <p>Policy Excludes Velocity bookings paid with Points or Points + Pay.</p> |
| BOOKING AND TRAVEL DATES | <ul style="list-style-type: none">- Applicable to travel on Virgin Australia Operated flights and Alliance Airlines Operated flights (BNE to/from GLT,BDB,PQQ) only (No other codeshare or Other Airline Operated flights)- All travel must be completed by and inclusive of 30 June 2023 unless extended by Virgin Australia- Travel must be booked by 31 July 2022 unless extended by Virgin Australia |

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| USAGE CONDITIONS | <p>The following conditions apply to all Future Flight credits:</p> <p>General</p> <ul style="list-style-type: none">– Bookable in U class (Economy Cabin) and I class (Business Cabin) only (excluding groups which is bookable in the designated group class per cabin)– Booking class is subject to availability– New bookings subject to the fare rules of the fare purchased (as modified by this policy, see 'Future Refunds' below)– Can be used to book Virgin Australia Flight Ancillaries* i.e. Economy X; pre-paid baggage, lounge experience, Book and hold; Unaccompanied Minor (UNMR); Animal in Hold (AVIH)– Cannot be used for UpgradeMe purchases– Cannot be used in conjunction with Velocity Frequent Flyer Points– Cannot be used in conjunction with travel credits of another person– A Future Flight credit cannot be used to make a booking in conjunction with other forms of travel credits <p><i>*Ancillaries can only be booked using Future Flight Credits as a form of payment via Virgin Australia direct. Agents need to provide permission to VA to take-over the unused credit and place into TravelBank.</i></p> <p>Pricing</p> <ul style="list-style-type: none">– If the new fare is higher than the original ticketed fare, the fare differences is payable including any tax differences– If the new fare is lower than the original ticketed fare, any residual amount will be maintained in the Future Flight credit Travel Bank or unused ticket[^]. <p><i>^Refer to Commercial policy Retaining Residual</i></p> <p>Transferability</p> <ul style="list-style-type: none">– Name changes are permitted– New passenger types permitted <p>Group Bookings</p> <ul style="list-style-type: none">– Deposited Group bookings created on/before 20 April 2020 are non-refundable to original form of payment– Virgin Australia's current Group booking terms and conditions will apply to the booking other than in respect of refundability– Refunds are only permitted in the form of a Future Flight credit where the terms and conditions of the Group Booking allow for the provision of a refund <p><u>Note:</u> Bookings for flights and/or ancillaries purchased using the Future Flight credit can be made through the channels where the original ticket / booking and or deposit was paid.</p> |
| BOOKING AND TRAVEL DATES | <ul style="list-style-type: none">– Future Flight credit is valid for bookings until 31 July 2022– Any remaining credit where travel has not been ticketed by 31 July 2022 will be forfeited– Tickets issued where first outbound sector travel date was between 01 January 2020 – 31 October 2020 have had validity auto extended to 731 days from first unused coupon date (i.e. first coupon travel date 01 January 2020, new validity 01 January 2022)– Unused tickets may be exchanged to a new travel date to extend validity where:<ul style="list-style-type: none">o Original credit was valid as at 20 April 2020– Extending validity:<ul style="list-style-type: none">o Tickets exchanged with a new travel date that is prior to 31 October 2020 will have validity auto extendedo Tickets exchanged with a new travel date outside 01 January 2020 – 31 October 2020, will have a 12-month validity. To further extend validity beyond that 12-months through to 31 July 2022, Agent must exchange to new travel date and collect change fee and/or fare difference as per current Commercial Policy and fare ruleso Tickets valid as at 20 April 2020 (Future Credit) but have since become historical, may be reinstated for exchange by calling Virgin Australia Industry Support. Reinstated ticket must be exchanged within 24 hours of reactivation. Tickets are only available for reinstatement |

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| | <p>inside 12months post expiry date. Any ticket not reinstated within 12months of expiry will be forfeited</p> <ul style="list-style-type: none"> o Partially used tickets where there is an unused coupon may be reissued to extend the validity. Reissue process in relation to re-assessing the fares, associated rules and conditions must be applied <p>Refer to the current Commercial Policies for information on the application of change fees.</p> |
| FUTURE REFUNDS | <p>Where a ticket is issued using a Future Flight credit as form of payment and:</p> <ul style="list-style-type: none"> - The ticket is cancelled by the guest and the fare purchased would ordinarily permit a credit or a refund under the fare rules <p>The guest will only be entitled to receive a Future Flight credit (no other forms of refund are permitted).</p> <p>Where a ticket is issued using a Future Flight credit as form of payment and:</p> <ul style="list-style-type: none"> - The flight is cancelled by Virgin Australia / Alliance Airlines and a new flight option has not been made available to the guest. <p>The guest will only be entitled to receive a refund to original form of payment (Future Flight credit and other forms of payment).</p> |
| HOW TO CALCULATE THE VALUE OF THE FUTURE FLIGHT CREDIT | <p><u>Valid existing credits issued on/before 20 April 2020</u></p> <ul style="list-style-type: none"> - Current value of existing credit (including base fare and taxes less OB* and YR^ fees) <p><u>Tickets issued on/before 20 April 2020 where cancellation has not yet occurred</u></p> <p>Partially used ticket</p> <ul style="list-style-type: none"> - Partially flown tickets can only be credited where coupons are in sequence. - Involuntary change due to the flight/s being cancelled <ul style="list-style-type: none"> o Calculate the historic value of the flown sectors using fare display based on the original date of issue and the same RBD and deduct from the value of the paid ticket. Cancellation fee waived. Unused taxes can be credited. <p>Voluntary Change</p> <ul style="list-style-type: none"> o International - Calculate the historic value of a one-way journey of the flown sectors using an historic fare display based on the original date of issue and the same RBD and deduct from the value of the paid ticket. Credit is the residual value less cancellation fee (if applicable). Unused taxes can be credited. o Domestic - Calculate the historic value of the flown sectors using an historic fare display based on the original date of issue and the same RBD and deduct from the value of the paid ticket. Cancellation fee must be applied. <p><u>Virgin Australia Holidays</u></p> <p>Existing Credits issued on/before 20 April 2020</p> <ul style="list-style-type: none"> - Current value of existing credit. <p>Holiday Packages where booking was made on/before 20 April 2020 where cancellation has not yet occurred</p> <ul style="list-style-type: none"> - In the case of VA Holidays amount paid for the holiday package less cancellation fees (where charged by a supplier) <p><u>Group Bookings</u></p> <p>Payments deposited on/before 20 April 2020</p> <ul style="list-style-type: none"> - Current value of deposited funds <p>Existing Credits issued on/before 20 April 2020</p> <ul style="list-style-type: none"> - Current value of existing credit <p><i>Note: *OB = Credit Card fees ^YR = other fees</i></p> |
| WAIVER CODE | Waiver code BW000191 applies to all bookings |
| CHANGES TO LAST POLICY | Update: Usage Conditions - using an unused credit to pay for an Ancillary can only be facilitated via VA Direct. |