



## Virgin Australia's Payment Surcharge Policy

Virgin Australia (VA) applies a payment surcharge to bookings which are paid for by debit or credit card. The payment surcharge applies to tickets issued in Australia and New Zealand on Virgin Australia 795 ticket stock which includes at least one VA coded sector. This policy refers specifically to bookings made via the Global Distribution System (GDS).

### Frequently Asked Questions

#### **Q. Why does Virgin Australia apply a Payment Surcharge?**

**A.** The payment surcharge for credit and debit cards are calculated by reference to the RBA card payment guidelines to recover VA's cost of accepting those payment types. PayPal is a fixed fee. Virgin Australia offers guests alternative payment methods that do not attract the payment surcharge.

#### **Q. What is the OB Ticket Fee?**

**A.** The OB ticketing fee is a standard ticketing fee, dedicated to the automatic collection of fees such as payment-related fees.

#### **Q. What are the fee levels for the Payment Surcharge?**

**A.** The applicable fee levels are highlighted below and are applied on a per passenger, per ticket basis:

Form of Payment	Point of Sale	Market	Payment Surcharge
Credit Card	Australia	All	0.996%*
Debit Card	Australia	All	0.422%*
Credit and Debit Card	Australia	Domestic**	AU\$11 Cap per ticket
Credit and Debit Card	Australia	International**	AU\$70 Cap per ticket
Credit and Debit Card	New Zealand	AU Domestic**	NZ\$7.70 flat charge per passenger, per ticket
Credit and Debit Card	New Zealand	Trans-Tasman**	NZ\$10.00 flat charge per passenger, per ticket
Credit and Debit Card	New Zealand	International Short-Haul**	NZ\$10.00 flat charge per passenger, per ticket NZ\$30.00 for International Short-Haul itineraries via SIN/AUH
Credit and Debit Card	New Zealand	International Short-Long**	NZ\$30.00 flat charge per passenger, per ticket

\*percentage of the total fare including tax

\*\*for a full list of domestic and international routes, please refer to [www.virginaustralia.com](http://www.virginaustralia.com)

#### **Q. Which alternative forms of payment are available?**

**A.** Payment options include:

- > Cash
- > Cheque
- > Invoice



**Q. Are there any tickets that are exempt from the fee?**

**A.** Infant tickets do incur these fees, for tickets issued in Australia. Infants are exempt from this charge for any other point of Sale.

**Q. Are EMDs exempt from the fee?**

**A.** Yes. EMD-S and EMD-A are exempt from the fee.

**Q. Does the fee apply in all markets?**

**A.** Yes. The fee is applicable on all Virgin Australia 795 ticket stock issued in Australia or New Zealand that includes at least one VA coded sector.

**Q. Is the OB Fee refundable?**

**A.** No. In accordance with IATA standards the OB fee is non-refundable. The fee is consumed at issuance when the payment transaction is completed and is therefore not refundable.

**Q. Does the fee apply for reissued tickets?**

**A.** Yes. In accordance with IATA standards, the fee applies to all tickets issued in Australian dollars. For any ticket issued in New Zealand dollars this fee does not apply.

**Q. Following the implementation of OB for the collection of the payment surcharge, will YR still be used for other charges?**

**A.** Yes. YR will continue to be used to collect other charges such as change fees.

**Q. Does the OB fee appear on the ticket?**

**A.** The fee does not appear on the ticket but is included in the passenger itinerary receipt. The OB fee is added to the final ticket price including taxes and fees.

**Q. Is the fee commissionable?**

**A.** No. The fee is non-commissionable (as with other taxes and fees).

**Q. What happens if the OB fee is manually changed or deleted when the form of payment is debit or credit card?**

**A.** This will be subject to our sales audit process, and an ADM may be issued for the amount of the fee plus an administrative fee.

## Where do I go for more information?

For further details or assistance with entries, please refer to your GDS provider or the below websites:

- › Sabre: <http://agencyeservices.sabre.com>
- › Amadeus: <https://mye-supportcentre.amadeus.com>
- › Travelport: <http://www.ask-travelport.com>