

# COMMERCIAL POLICY

UPDATED 12 April 2021  
Version 32



## Virgin Australia COVID-19 Commercial Policy

### All Bookings

#### Commercial Policy

<b>ISSUE DATE</b>	09 April 2021 – Version 32
<b>SUPERSEDES</b>	<ul style="list-style-type: none"><li>☒ Previous versions of COVID-19 Policy for bookings issued prior to 21 April 2020 dated on/ before 09 April 2021</li><li>☒ Previous versions of the Change and Cancel Fee waiver Policy for NEW Bookings issued on or after 21 April 2020 dated on/before 09 April 2021</li><li>☒ Commercial Policy COVID-19 Velocity Existing Bookings #1.4 dated on or before 09 April 2021</li><li>☒ Virgin Australia Schedule Change Policy</li></ul>
<b>NOTES</b>	This Policy supersedes all/any other previously issued policies since the commencement of COVID-19 (01 March 2020), other than the Commercial Policy - Future Flight credit Policy, which remains in place.

#### General information

<b>INTENT</b>	This policy applies to any bookings which have been impacted by COVID-19. VA will continue to monitor this event waiver and adjust this policy if needed
<b>IMPACTED TRAVEL DATES</b>	Travel dates 1 March 2020 – 31 January 2022
<b>APPLICABLE DOCUMENTS</b>	<ul style="list-style-type: none"><li>- Valid Virgin Australia (795) and Tigerair tickets</li><li>- Valid Virgin Australia EMD's</li><li>- Where travel is prior to 31 January 2022</li></ul>
<b>APPLICABLE BOOKINGS</b>	<ul style="list-style-type: none"><li>- This policy applies to:<ul style="list-style-type: none"><li>o All Ticketed Revenue bookings irrespective of booking channel and form of payment.</li><li>o All Ancillaries (excluding carbon offset, payment surcharge and service fee)</li></ul></li></ul>
<b>CONDITIONS</b>	<ul style="list-style-type: none"><li>- <b>ALL Journeys</b> voluntary change or cancel requests – Regardless of fare type, where <b>travel is prior to 31 January 2022</b>, irrespective of the form of payment including where the form of payment was a Future Flight credit:<ul style="list-style-type: none"><li>o unlimited changes permitted with change fee waived</li><li>o cancel (to credit) permitted with cancel fee waived</li></ul></li><li>- <b>ALL Journeys</b>, regardless of fare type, where flights have been cancelled by Virgin Australia, Partner Airlines or Tigerair and:<ul style="list-style-type: none"><li>o Where change/rebook to same origin/destination is not available due complete market withdrawal or nil schedules at time of customers original travel date</li><li>o Where change/rebook options are offered but are deemed unsuitable to the customer</li><li>o Ticket and/or EMD must be placed into a Future Flight credit or standard credit with cancellation fees waived unless:<ul style="list-style-type: none"><li>▪ The Ticket and EMD issue date occurred on or after 21 April 2020, in which a refund to OFOP with fees waived can be offered.</li></ul></li></ul></li></ul> <p><b>NOTES:</b></p> <ul style="list-style-type: none"><li>- Flights and any Ancillaries no longer required by Guest must be cancelled prior to scheduled departure</li></ul>

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	<ul style="list-style-type: none"> <li>- Travel must not have commenced on the affected flight segment</li> <li>- All other rules and conditions of the ticket remain unchanged except for the ticket validity when the travel date criteria are met</li> <li>- Changes outside of this policy are subject to the reissue rules of the ticketed fare (unless stated below). This includes any applicable fare differences or fees/taxes</li> <li>- For un-ticketed bookings, alternate flights/routings can be rebooked subject to availability and tickets issued in accordance with fare conditions</li> <li>- If the unflown coupons on historical dates are in a NO SHOW status this policy does not apply; fare rules apply (excluding NO SHOWs across 17 March 2020 – 08 April 2020 where a No-Show waiver was in place).</li> </ul>
<b>CHANGES TO LAST POLICY</b>	<ul style="list-style-type: none"> <li>- Update: New reference Trans Tasman services and re-accommodation options.</li> </ul>

**Quick reference guide:**

	<b>VOLUNTARY CHANGES</b>	<b>INVOLUNTARY CHANGES</b>
<b>CHANGES FEE WAIVER</b>	<b>YES</b>	<b>YES</b>
<b>FARE DIFFERENCE WAIVER</b>	<b>NO</b>	<b>YES</b> Same O&D, same RBD or next available only
<b>CANCEL FEE WAIVER</b>	<b>YES</b>	<b>YES</b>
<b>REFUNDS</b>	<b>YES</b> As per Fare Rules (post 21 April 2020) <b>NO</b> As per Future Flight credit Policy (pre-21 April 2020)	<b>YES</b> (post 21 April 2020) <b>NO</b> As per Future Flight credit Policy (pre-21 April 2020)
<b>SALE DATE</b>	Until further notice	1 March 2020 - Indefinite
<b>IMPACTED TRAVEL DATES</b>	Until 31 January 2022	System Range

IMPACTED CITIES / REGIONS	All Journeys <u>VOLUNTARY CHANGE/CANCEL</u> (i.e.: Customer initiated Voluntary Change or Cancel)	All Journeys <u>INVOLUNTARY CHANGE/CANCEL</u> (i.e. Virgin Australia initiated Change or Cancel)
POS	All	All
APPLICABLE TICKETS	Valid 795/Tigerair ticket and EMD's issued at any time	Valid 795/Tigerair ticket and EMD's issued at any time
IMPACTED TRAVEL DATE	2 March 2020 – 31 January 2022	2 March 2020 – System range
APPLICABLE TO TRAVEL ON	VA Operated/VA Marketed flights (QQ operated)	VA Operated/VA Marketed flights (QQ operated)
NEW TRAVEL DATES	System Range	System Range
REBOOK/CHANGE	<u>General Conditions</u> <ul style="list-style-type: none"> <li>- Reissue by 31 January 2022 or before scheduled flight departure (whichever occurs first)</li> <li>- Unlimited changes permitted with change fee waived (not applicable to name changes)</li> <li>- All other fare rules apply</li> <li>- Tickets reissued after 31 January 2022, a change fee will apply.</li> </ul>	<u>General Conditions</u> <ul style="list-style-type: none"> <li>- <b>TRANS TASMAN NOTE:</b> Guests booked on Trans Tasman services departing on/before 30 October 2021, refer to Appendix for re-accommodation options</li> <li>- Reissue to a future date (where VA has schedules) is permissible with change fee waived</li> <li>- All other fare rules apply.</li> </ul>
	<u>Same Origin/Destination</u> Book in same fare class as originally ticketed <ul style="list-style-type: none"> <li>- Change fee waived</li> <li>- Fare difference payable</li> </ul> Book in different fare class as originally ticketed <ul style="list-style-type: none"> <li>- Change fee waived</li> <li>- Fare difference payable</li> </ul> <i>Note: If the new fare is lower than the original ticketed fare, any residual amount will be forfeited. Please process as an even exchange. Where form of payment was Future Flight credit, please refer to the 'Retaining Residual for Future Flight Credit' Policy.</i>	<u>Same Origin/Destination</u> Permitted where a schedule change has occurred, <b>and</b> new flight options have been made available which are <u>not</u> acceptable to the guest. <ul style="list-style-type: none"> <li>- Book in same fare or next available class as originally ticketed*</li> <li>- Change fee waived</li> <li>- Fare difference waived</li> </ul> <i>Note: *Where the form of payment was a Future Flight credit, the new flights must be booked in U or I class (Travel Agents will need to call Virgin Australia Industry Support if U class is not available and then perform an even exchange)</i> If the flight is cancelled and where <b>no alternative</b> arrangements have been provided – refer to credit/refund options.
	<u>Different Origin/Destination</u> <ul style="list-style-type: none"> <li>- Change fee waived</li> <li>- Fare differences payable including Tax differences</li> </ul>	<u>Different Origin/Destination</u> <ul style="list-style-type: none"> <li>- Change fee waived</li> <li>- Fare differences payable including Tax differences</li> </ul>

<p><b>CREDIT</b></p>	<p><u>General Conditions</u></p> <ul style="list-style-type: none"> <li>- For travel by 31 January 2022</li> <li>- Cancel before 31 January 2022 or before scheduled flight departure, whichever occurs first</li> </ul> <p><b>For tickets issued on/after 21 April 2020:</b> until further notice</p> <ul style="list-style-type: none"> <li>- a credit may be issued in the form of an unused ticket</li> </ul> <p><b>For tickets issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice:</b></p> <ul style="list-style-type: none"> <li>- credits are to be treated as per the Future Flight credit policy</li> <li>- travel from 1 February 2022 is as per Fare Rules</li> </ul>	<p><u>General Conditions</u></p> <ul style="list-style-type: none"> <li>- For all travel dates</li> <li>- Cancel fee waived</li> </ul> <p><b>For tickets issued on/after 21 April 2020:</b></p> <ul style="list-style-type: none"> <li>- a credit may be issued in the form of an unused ticket</li> </ul> <p><b>For tickets issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice:</b></p> <ul style="list-style-type: none"> <li>- credits are to be treated as per the Future Flight credit policy</li> </ul>
<p><b>REFUND TO ORIGINAL FORM OF PAYMENT (OFOP)</b></p>	<p><u>For tickets issued on/after 21 April 2020:</u></p> <ul style="list-style-type: none"> <li>- as per Fare Rules</li> </ul> <p><u>For tickets issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice</u></p> <ul style="list-style-type: none"> <li>- refunds to OFOP is prohibited</li> <li>- refer to Future Flight credit policy for use of credit</li> </ul>	<p><u>For tickets issued on/after 21 April 2020:</u></p> <ul style="list-style-type: none"> <li>- where no suitable alternative arrangements are available; refund to original form of payment with fees waived is permissible<sup>^</sup></li> </ul> <p><sup>^</sup><b>NOTE:</b> For bookings made with a Future Flight credit as the form of payment, refund is to Future Flight credit only</p> <p><u>For tickets issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice:</u></p> <ul style="list-style-type: none"> <li>- refunds to OFOP is prohibited</li> <li>- refer to Future Flight credit policy for use of credit</li> </ul>
<p><b>POLICY EXCLUSIONS</b></p>	<ul style="list-style-type: none"> <li>- Fees imposed by suppliers or other third parties E.G. agency services charges, gift cards, insurance etc</li> </ul>	<ul style="list-style-type: none"> <li>- Fees imposed by suppliers or other third parties E.G. agency services charges, gift cards, insurance etc</li> </ul>
<p><b>TICKET VALIDITY EXPLAINED</b></p>	<ul style="list-style-type: none"> <li>- 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)</li> <li>- Extending validity: <ul style="list-style-type: none"> <li>o Tickets exchanged with a new travel date prior to 31 October 2020 will have validity auto extended</li> <li>o 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</li> <li>o Tickets valid as at 20 April 2020 (Future Credit) but have since expired, may be reinstated for exchange by calling Virgin Australia Industry Support. Reinstated ticket must be exchanged within 24hours of reactivation. Tickets are only available for reinstatement inside 12months post expiry date. Any ticket not reinstated within 12months of expiry will be forfeited</li> <li>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</li> <li>o For tickets issued after 21 April 2020, please refer to the 'Ticket and EMD Validity Policy'</li> </ul> </li> </ul>	

<b>CALCULATING CREDIT OR REFUND ON PARTIALLY USED TICKETS</b>	<p>How to calculate value of credit or refund for a partially used ticket.</p> <p><b>NOTE: Partially flown tickets can only be credited/refunded where coupons are in sequence.</b></p> <p><u>Voluntary Change</u> (Turn around point must be reached)</p> <ul style="list-style-type: none"> <li>– 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.</li> <li>– 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.</li> </ul> <p><u>Involuntary Change</u></p> <ul style="list-style-type: none"> <li>– 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 waived; Unused taxes can be credited.</li> </ul>
<b>WAIVER CODE</b>	<p>Waiver code <b>BW000186</b> applies to all bookings (<b>excluding</b> Trans Tasman bookings being re-accommodated onto Air New Zealand – see appendix)</p>
<b>SUPPORTING POLICIES/ PROCESSES &amp; GUIDELINES</b>	<p>All Policies: <a href="https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides">https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides</a></p>

## Appendix – Trans Tasman Re-accommodation for travel until 30 October 2021

For the Trans Tasman markets and travel dates outlined below, guests will be offered an option to re-accommodate onto an Air New Zealand flight, provided the below criteria is met. If the re-accommodation options are not suitable, refer to change or credit/refund options.

### Criteria for re-accommodation onto an Air New Zealand flight number:

- Re-accommodation and ticket re-issue occurs prior to midnight 9 May 2021
- The origin and destination of the guest journey is Australia or New Zealand only. Journeys originating or culminating outside of Australia or New Zealand **do not qualify** for re-accommodation onto Air New Zealand services. For these instances, refer to credit/refund options
- Re-accommodation only applies to those guests who were holding a confirmed VA flight segments at time of schedule change
- Re-accommodation does not apply to a credit held for a previously booked Trans Tasman journey
- Air New Zealand flight must depart 24 hours either side of original VA departure date
- Group bookings are excluded from NZ re-accommodation. Please contact VA Group Sales for further information.

### GDS Booking Process:

1. Air New Zealand flight must be Waitlisted in the GDS. If flight is available, status will be updated on end transaction
2. Guest is ticketed into **Y class for Economy** and **C class for Business**
3. Tickets are reissued at current ticketed value - **no adcol** applies
4. Tickets must be reissued at time of booking Any un-ticketed bookings will be cancelled by Air New Zealand within 24 hours
5. Subsequent requests for date changes are not permitted. If guests cannot travel post re-accommodation, guest must be offered the credit / refund options above.
6. Waiver code “**REACCOM DUE SCHED CHNG BW000199**” must be applied to endorsement box.

MARKET	TRAVEL DATES
BNEAKL / AKLBNE	19 June 2021 until 30 October 2021
BNEZQN / ZQNBNE	25 June 2021 until 17 September 2021
BNEZQN / ZQNBNE	18 September 2021 until 30 October 2021 <i>where travel occurs Monday, Wednesday or Friday</i>
SYDZQN / ZQNSYD	25 June 2021 until 17 September 2021
SYDZQN / ZQNSYD	18 September 2021 until 30 October 2021 <i>where travel occurs Monday, Thursday or Friday</i>
All other Trans Tasman services	17 September 2021 until 30 October 2021

## Appendix – Withdrawn Markets as at 1 April 2021 since March 2020

The below lists all the markets that Virgin Australia has withdrawn from operation. Customers with bookings on these markets will all have been involuntarily impacted without suitable alternatives offered

INTERNATIONAL	DOMESTIC
<ul style="list-style-type: none"> <li>– Hong Kong</li> <li>– Japan</li> <li>– Los Angeles</li> <li>– Port Moresby</li> <li>– Tonga</li> <li>– Rarotonga</li> <li>– Dunedin</li> <li>– All VA*SQ (Codeshare on Singapore Airlines) destinations</li> <li>– All VA*MI (Codeshare on Silk Air) destinations</li> <li>– All VA*EY (Codeshare on Etihad Airways) destinations</li> <li>– All VA*HA (Codeshare on Hawaiian Airlines) destinations</li> <li>– All VA*SA (Codeshare on South African Airways) destinations</li> <li>– All VA*DL (Codeshare on Delta Airlines) destinations</li> <li>– All VA*AZ (Codeshare on Alitalia) destinations</li> <li>– All VA*AC (Codeshare on Air Canada) destinations</li> <li>– All VA*NH (Codeshare on All Nippon Airways) destinations</li> <li>– All VA*HU (Codeshare on Hainan Airlines) destinations</li> <li>– All VA*HX (Codeshare on Hong Kong Airlines) destination</li> <li>– All VA*VS (Codeshare on Virgin Atlantic) destinations</li> </ul>	<p><u>Without via options:</u></p> <ul style="list-style-type: none"> <li>– ABXSYD</li> <li>– AYQSYD</li> <li>– SYDTMW</li> <li>– PQQSYD</li> <li>– BNECNJ</li> <li>– BNEBDB</li> <li>– MELMQL</li> <li>– HVBSYD</li> <li>– CFSSYD (from 13 April 2021)</li> </ul> <p><u>With via options:</u></p> <ul style="list-style-type: none"> <li>– HTIMEL</li> <li>– HBAPER</li> <li>– DRWSYD</li> <li>– KGIMEL</li> <li>– BNEPQQ</li> <li>– SYDTSV</li> </ul>