

Virgin Australia Commercial Policy Reduction of Services between Sydney and Coffs Harbour (v.v)

As a result of a **reduction of services between Sydney (SYD) and Coffs Harbour (CFS)**, Virgin Australia has issued a waiver code, **BW000114**. This code may be used to waive additional fare, taxes and change fees for guests directly affected by the reduction of services and as a result, need to change their travel plans. Please refer to the information below for conditions which apply to this waiver code.

<p>CONDITIONS</p>	<ul style="list-style-type: none"> › The waiver code is valid for any guests holding a valid Virgin Australia (795) ticket issued on or before 12 October 2018 with departures in/out of Coffs Harbour from 17 December 2018 onwards affected by this reduction in service. › Guests whose flights are to/from Coffs Harbour on the above dates only are eligible to use this waiver code. › All changes must be made prior to the original ticketed departure. › New travel dates must be within the ticket validity. › You, the Agent can reissue the ticket in-house on Virgin Australia (795) ticket stock › All details of the original ticket are to be shown on the new ticket including fare basis and fare calculation. › The waiver code BW000114 must be entered into the endorsement box of the new ticket issued. › The waiver code for cancellation and refund is valid until 23:59 AEST, 12 November 2018. › For all other changes, the waiver code is valid until 23:59 AEST, 12 November 2018. Use of this waiver code outside these conditions may result in your agency receiving an Agent Debit Memo (ADM) from Virgin Australia. › All other rules and conditions of the ticket remain unchanged.
<p>ALTERNATIVE OPTIONS IF REVISED ITINERARY PROVIDED IS NOT SUITABLE</p>	<p>If your guest is not satisfied with their re-accommodated flight, the below options are available:</p> <p>Guest may Rebook to another service as follows:</p> <ul style="list-style-type: none"> › To the <u>same destination / same cabin</u> for travel no later than 14 days from original travel date. No Fare differences or reissue fee to be charged. › To a <u>different</u> destination for travel no later than 14 days from original travel date. Fare differences are to be paid for by guest. Change fee waived only. <p>Cancel the itinerary and maintain a credit for 12 months from the original date of issue.</p>

	<p>Cancel the itinerary and apply for a refund within 12 months from the original date of issue.</p> <p>For refund, the below conditions will apply:</p> <ul style="list-style-type: none">› If the journey has not commenced: a full refund for the entire itinerary is available to the original form of payment.› If the journey has commenced: a refund of the remaining un-flown itinerary only is available to original form of payment. <p>Travel agents can process a refund via the GDS by 10 November 2018 using the authority BW000114 in the Airline Authority/Waiver Code box on the refund, to waive any refund fees. Refund applications submitted via BSP Link, referencing this authority will incur a processing fee</p>
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For further updates or more information, please contact our Virgin Australian Industry Support team on 136 737.

Thank you for your ongoing support.