

## Virgin Australia Fee Waiver Guidelines Flights To/From Colombo (CMB)

As a result of the Sri Lanka Explosions, Virgin Australia has issued waiver code **BW000130**. This code may be used to waive change fee and/or cancellation fees for guests wishing to change or cancel arrangements on services traveling to Colombo (CMB). Please refer to the information below regarding waiver code conditions.

<p><b>CONDITIONS</b></p>	<ul style="list-style-type: none"> <li>› The waiver code is valid for any guests holding a valid Virgin Australia (795) ticket issued on or before <b>21 April 2019</b> traveling to/from <b>Colombo (CMB)</b> only on VA codeshare services</li> <li>› Applicable for departures from <b>22 April 019 to 30 April 2019 (inclusive)</b></li> <li>› All changes must be made prior to the original ticketed departure.</li> <li>› Rebooked travel permitted until <b>31May 2019</b>, date of out-bound travel</li> <li>› However, new travel dates must still be within the ticket validity</li> <li>› You, the Agent can reissue the ticket in-house on Virgin Australia (795) ticket stock</li> <li>› All details of the original ticket are to be shown on the new ticket including fare basis and fare calculation</li> <li>› Waiver code <b>BW000130</b> must be included in the new tickets' endorsement box</li> <li>› The waiver code for cancellation/refund is valid until <b>23:59 AEST, 30 April 2019</b></li> <li>› For all other changes, the waiver code is valid until <b>23:59 AEST, 30 April 2019</b></li> <li>› A waiver of the applicable ticketing fees permitted when re-booking</li> <li>› Additional collection (ADC) still applies, including fare top-up due to re-routing</li> <li>› Use of this waiver code outside these conditions may result in your agency receiving an Agent Debit Memo (ADM) from Virgin Australia.</li> <li>› <b>All other rules and conditions of the ticket remain unchanged</b></li> </ul>
<p><b>FOR REFUND THE FOLLOWING CONDITIONS APPLY</b></p>	<ul style="list-style-type: none"> <li>› If the journey has not commenced: a full refund for the entire itinerary is available to the original form of payment.</li> </ul> <p>Travel agents can process a refund via the GDS by <b>23:59 AEST, 30 April 2019</b> using the authority <b>BW000130</b> 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>

For further updates or more information, please contact our Virgin Australian Industry Support team on 136 737.

Thank you for your ongoing support.