

Commercial Policy - Hong Kong Industrial | Protest Action

This policy describes our handling of Guests affected by potential unrest and disruptions at **Hong Kong (HKG)** airport through to Monday 9 September 2019. Waiver code **BW000145** has been raised to support guests booked on affected flights

This code may be used to waive additional fares, taxes and change fees for guests directly affected by the potential unrest and disruptions at **Hong Kong (HKG)** airport and need to change their travel plans. Please refer to the information below regarding conditions surrounding 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/before 1 September 2019 with departures from/to Hong Kong through to Monday 9 September 2019. ➤ Only guests whose flights may be impacted are eligible to use this waiver code. ➤ You, the Agent, can reissue the ticket in-house on Virgin Australia (795) ticket stock. ➤ New travel dates must be within the ticket validity. ➤ All details of the original ticket are to be shown on the new ticket including fare basis and fare calculation. ➤ Authority BW000145 must be entered in to the endorsement box of the new ticket issued. ➤ The waiver code is valid until 23:59 9 September 2019 for reissues and refunds. Use of waiver code after 9 September 2019 may result in an Agent Debit Memo (ADM) from Virgin Australia. ➤ All other rules and conditions of the ticket remain unchanged.
<p>CHANGES</p>	<p>Guest may rebook to another service (with change fees waived):</p> <ul style="list-style-type: none"> ➤ To the same destination/same cabin for travel no later than 14 days from original travel date. No fare difference 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.
<p>CANCELATION WITH REFUND</p>	<ul style="list-style-type: none"> ➤ If the journey <u>has not commenced</u>: a full refund for the entire itinerary is available to the original form of payment inclusive of credit card fees. ➤ If the journey <u>has commenced</u>: a refund of the remaining un-flown itinerary only is available to original form of payment inclusive of credit card fees. <p>Note for all options above: If the guest has connections booked on the same ticket, we need to extend these options to include the entire itinerary and not just the affected sector</p> <p>All refund processing fees must be waived for trade bookings</p>

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

Thank you for your ongoing support.