

## Commercial Policy B777 Unscheduled Maintenance

As a result of unscheduled maintenance, Virgin Australia has had to cancel and reschedule some Los Angeles flights. Virgin Australia has tried to minimise the disruption to our customers and issued waiver code **BW000127**.

This code may be used to waive additional fare, taxes and change fees for guests directly affected by the cancellation of these services and as a result, need to change their travel plans. Please refer to the information below regarding conditions surrounding this waiver code.

<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/before <b>20 March 2019</b> with departures to or from LAX as outlined below: <ul style="list-style-type: none"> <li>VA8 LAX–BNE 20 March 2019</li> <li>VA7 BNE–LAX 22 March 2019</li>   <li>VA24 LAX–MEL 20 March 2019</li> <li>VA23 MEL–LAX 24 March 2019</li> </ul> </li> <li>› The waiver code is valid for any guests holding a valid Virgin Australia (795) ticket issued on or before <b>20 March 2019</b> affected by the <b>cancellation or re-scheduling</b> of services to/from Los Angeles between <b>20 March 2019</b> and <b>22 March 2019</b></li> <li>› Guests whose flights are to or from LAX <b>only</b> are eligible to use this waiver code.</li> <li>› GDS bookings will be updated with an alternative flight.</li> <li>› You, the Agent can reissue the ticket in-house on Virgin Australia (795) ticket stock.</li> <li>› All changes must be made prior to the original ticketed departure.</li> <li>› New travel dates must be within the ticket validity.</li> <li>› All details of the original ticket are to be shown on the new ticket including fare basis and fare calculation.</li> <li>› Authority <b>BW000127</b> must be entered in to the endorsement box of the new ticket issued.</li> <li>› The waiver code is valid until <b>23:59 AEST, 25 March 2019</b> for <b>reissues and refunds</b>. Use of waiver code after 25 March 2019 may result in 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>ALTERNATIVE OPTIONS IF REVISED ITINERARY PROVIDED IS NOT SUITABLE</b></p>	<p>All existing bookings on these services will be re-accommodated on other services via Brisbane, Melbourne or Sydney and will include an additional domestic sector when re-accommodated via these ports.</p> <p>As the route has changed you are required to reissue the ticket applying the above waiver code in the endorsement box. Failure to add the correct waiver code in the endorsement box may result in an ADM.</p>

If your guest is not satisfied with their re-accommodated flights, the below options are available.

### Changes

Guest may rebook to another service (with change fees waived):

- To the same destination/same cabin for travel no later than 60 days from original travel date. To the same destination/same cabin for travel no later than 60 days from original travel date. No fare difference, taxes or change fees to be charged.
- If guests have been disrupted on their outbound journey and request to change their inbound flights this permitted as part of this policy (within 60 days of the original travel date). No fare difference, taxes or change fees to be charged.

### Refunds

For refund, the below conditions will apply:

Guests may receive a refund or partial refund as follows:

- 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. Coupons must be in sequential order.
- Travel agents can process a refund via the GDS by **23:59 AEST 25 March 2019** using the authority **BW000127** 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.

### Accommodation

HOTAC will apply if no same day recovery exists to the value of \$220 per night (or layover longer than 8 hours) if guests are away from their home port: To include \$50 per guest per night for F&B on hotel account, including transfers.

Please ask your customer to keep the receipt of the accommodation and submit a refund claim via Guest relations.

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

Thank you for your ongoing support.