

Virgin Australia’s Rebooking, Reissue and Exchange Policy

This policy governs all authorised agents wishing to rebook, reissue or exchange a booking and is applicable to all Virgin Australia sectors, fares, ancillaries issued on 795 ticket stock. This document is to provide guidance to our trade partners in relation to:

Rebooking/Revalidation – The change of a reservation which does not require ticket reissue or exchange.

Reissue - Taking a partially used ticket, post departure, and re-assessing the fare to support the revised itinerary based on fares, associated rules and conditions that were applicable at the time of original ticket issuance.

Exchange - Taking a wholly unused ticket, prior to departure, and applying it as payment towards a completely new fare to support the revised itinerary based on fares, associated rules and conditions that are applicable at the time of the exchange. (**International exception:** A wholly unused ticket will be assessed as a reissue when there are no changes being made to the **outbound** fare component of the international pricing unit.)

The Rebooking, Reissue and Exchange Policy must be applied in conjunction with all related ticketing policy components, fare/ancillary rules and fare validity.

Published fares: published fares are available for sale through all distribution channels.

Private fares: Private fares are available to selected distribution channels and agencies.

Gross: Gross fares can be either private or public filed fares which may be commissionable. Please refer to our commission structure [POS AU](#) and [POS outside AU](#) or [as per agency agreement](#).

Nett: these filed fares are non-commissionable, regardless of point of sale and commission structure.

Voluntary Amendment General Restrictions

- Virgin Australia published gross fares can be exchanged / reissued to **any Gross** Virgin Australia fare, including codeshare and interline services, subject to the conditions of the ticketed fare.
- Virgin Australia Gross fares **cannot be exchanged/reissued** to any Virgin Australia nett fare

Fare Type Ticketed	Reissue Fare Type Allowed
Public Gross	Published Gross / Private Gross
Private Gross	Private Gross / Published Gross
Private Nett	Private Nett / Published Gros

- Where permitted by the fare rules, Virgin Australia fares can be exchanged to a fare from any other country of origin or point of sale. Please refer to our [Voluntary Reissue and Currency Exchange Guidelines](#) for more information.
- Change fees apply per person, per ticket and must be collected in addition to any applicable increase in fare, surcharges and/or tax at time of voluntary exchange/reissue. Exceptions may apply for infant tickets.

The following reference tables apply to voluntary amendments:

	1. New Fare Calculation – Domestic		
	Rebooking/revalidation	Reissue	Exchange
Change BEFORE departure	Use historical fare levels	<p>Fare Components that are changing – reprice at current fares.</p> <p>Fare Components that are not changing – maintain historical fares. Exception: When additional collection totals \$1 or less, revalidation is permitted.</p>	<p>Fare Components that are changing – reprice at current fares.</p> <p>Fare Components that are not changing – maintain historical fares. Exception: When additional collection totals \$1 or less, revalidation is permitted.</p>
Change AFTER departure	Use historical fare levels	<p>Fare Components that are changing – reprice at current fares.</p> <p>Fare Components that are not changing – maintain historical fares.</p> <p>Fare Components that are already used – maintain historical fares.</p>	N/A

	2. New Fare Calculation – International		
	Rebooking/revalidation	Reissue	Exchange
Change BEFORE departure	Use historical fare levels	<p>Use historical fare levels</p> <p>Exception: When additional collection totals \$1 or less, revalidation is permitted.</p>	<p>Use current fare levels</p> <p>Exception: When additional collection totals \$1 or less, revalidation is permitted.</p>
Change AFTER departure	Use historical fare levels	Use historical fare levels	N/A

	3. Rate of Exchange (ROE) – Applicable to International itineraries only		
	Rebooking/revalidation	Reissue	Exchange
Change BEFORE departure	N/A	Apply historical ROE	Apply current ROE
Change AFTER departure	N/A	Apply historical ROE	N/A

	4. Change Fees		
	Rebooking/revalidation	Reissue	Exchange
Change BEFORE departure	N/A	Refer to the Least and Most Restrictive Fare Rule Policy.	Refer to the Least and Most Restrictive Fare Rule Policy.
Change AFTER departure	N/A	Refer to the Least and Most Restrictive Fare Rule Policy.	Refer to the Least and Most Restrictive Fare Rule Policy.

	5. Advance Purchase Requirement		
	Rebooking/Revalidation	Reissue	Exchange
Change BEFORE departure	Apply advance purchase conditions at time of original issue.	Apply advance purchase conditions at time of original issue.	Apply advance purchase conditions at time of exchange.
Change AFTER departure	Apply advance purchase conditions at time of original issue.	Apply advance purchase conditions at time of original issue.	N/A

Frequently Asked Questions – International Bookings Only

Q. *What is a Reissue?*

A. Taking a partially used ticket, post departure, and re-assessing the fare to support the revised itinerary based on fares, associated rules and conditions that were applicable at the time of original ticket issuance.

Q. *What is an Exchange?*

A. Taking a wholly unused ticket, prior to departure, and applying it as payment towards a completely new fare to support the revised itinerary based on fares, associated rules and conditions that are applicable at the time of the exchange. (International exception: A wholly unused ticket will be assessed as a reissue when there are no changes being made to the **outbound** fare component of the international pricing unit.).

Q. *Can I change the origin/turnaround port before departure?*

A. Yes, if fare rules permit. Reassess to current fare level and exchange the ticket, new fare has to be equal or higher and you must collect additional fare/tax/surcharge differences and applicable change fee.

Q. *Can I change the turnaround port after departure?*

A. Yes, if fare rules permit. Use historical fare level and reissue the ticket, the fare needs to be reissued to an equal or higher fare and you must collect additional fare/tax/surcharge differences and applicable change fee.

Q. *Can I add a stopover before departure if the fare rule permits?*

A. Yes, if fare rules permit. Reassess to current fare level and exchange the ticket, new fare has to be equal or higher and you must collect additional fare/tax/surcharge differences and applicable change fee. Exception: A wholly unused ticket will be assessed as a reissue and historical fare levels used when there are no changes being made to the **outbound** fare component of the international pricing unit.

Q. *Can I add a stopover after departure if the fare rule permits?*

A. Yes, if fare rules permit. Use historical fare level and reissue the ticket, you must collect additional fare/tax/surcharge differences and applicable change fee.

Q. *Can I change the departure date to a lower season before departure?*

A. Yes, if fare rules permit. Reassess to current fare level and exchange the ticket, new fare has to be equal or higher and you must collect additional fare/tax/surcharge differences and applicable change fee.

Q. *Can I change to a new cabin before departure?*

A. Yes, if fare rules permit. Reassess to current fare level and exchange the ticket, new fare has to be equal or higher and you must collect additional fare/tax/surcharge differences and applicable change fee. Exception: A wholly unused ticket will be assessed as a reissue and historical fare levels used when there are no changes being made to the **outbound** fare component of the international pricing unit.

Q: *Can I change to a new cabin after departure?*

A: Yes, if fare rules permit. Use historical fare levels and reissue the ticket, collect additional fare/tax/surcharge differences and applicable change fee.

Q: *Can I change from a 6 to a 12-month fare before departure? (6 to 12 months validity)*

A: Yes, if fare rules permit. Reassess to current fare levels and exchange the ticket, new fare has to be equal or higher and you must collect additional fare/tax/surcharge differences and applicable change fee. Exception: A

wholly unused ticket will be assessed as a reissue and historical fare levels used when there are no changes being made to the outbound fare component of the international pricing unit.

Q: Can I change from a 6 to a 12-month fare after departure? (6-12 months validity)

A: No, once travel has commenced the most restrictive 6-month fare validity applies.

Q: Can I reissue a nett fare to another nett fare with a different ticket designator?

A: Yes, you can issue to another Fare basis with a different designator as long as you are issuing either nett to nett or nett to Gross

Q: Can I reissue from a Gross to a nett fare?

A: No, you can only reissue from a nett to a Gross or a Gross to a gross fare.

Q: If I reissue a nett fare to a gross fare that is commissionable, am I entitled to claim commission?

A: Yes, only on the fare additional collection, not the entire fare.

Q: I have issued a domestic ticket with a flight number restriction and now wish to change the time to another flight number. Is it ok to reissue to a lower fare?

A: Your GDS will permit you to complete an **even exchange** if the fare component and booking class is unchanged. The original fare and fare basis code will remain on the exchanged/reissued ticket.

e.g. original ticket MELSYD departing at 6am, guest now wishes to change to MELSYD departing at 11am. Original ticket issued was \$147.74 but the fare for the new flight is \$138.74 as the new departure is outside peak. As the route and booking class remain unchanged the GDS will automatically permit the reissue however will maintain the original fare basis code and fare value as no residual value refund is permitted. If there is a reissue fee this fee will need to be collected.

Please note this is supported in Sabre and Travelport, however Amadeus agents would need to manually exchange in this instance.

Residual Balance

The value of credit retained on a ticket from a cancelled itinerary that can be used towards the purchase of a new ticket.

Involuntary Amendment General Restrictions

- In the event of an involuntary change, fare recalculation is not applicable. This is inclusive of application of fare levels (current or historical), advance purchase, TFCs, ROE or change fees.
- Failure to include the approved waiver authorisation code may result in receipt of an Agent Debit Memo (ADM) for external agents.

Please refer to the Schedule Change policy for further details.