

## Virgin Australia Ticket and EMD Validity Policy

The purpose of this document is to provide guidance and detailed information that will assist with:

**Validity** of Virgin Australia tickets and EMDs (Electronic Miscellaneous Documents). Authorised agents are empowered to create, amend and cancel reservations for Virgin Australia customers, within the parameters of this policy.

This policy governs all authorised agents wishing to create, manage and/or cancel a booking and is applicable to all Virgin Australia sectors, fares, ancillaries and 795 ticket stock, for all customer reservations.

### Ticket Validity

Tickets are valid for a maximum of 12 months from the **date of the first outbound flight** unless otherwise specified in the fare rules. If the ticket remains unused, the ticket is valid 1 year from the **date of issuance**. Once travel has commenced the most restrictive maximum permitted stay specified in the fare rules, defines the ticket validity.

**For example:**

Original date of departure 01JUN18

Not Valid After 01JUN19

On an ILH ticket with a maximum stay of 12 months, the customer must depart from the last stopover point before midnight of 01JUN19.

When a ticket has been reissued or upgraded en-route, the maximum stay is still calculated from the **date of the original outbound flight**. A reissue or fare upgrade after departure will not extend the maximum stay beyond 12 months from date of the original outbound flight at any time.

#### **Sequential use**

Tickets and EMDs are valid only for transportation or ancillaries as shown on the document. Flight and ancillary coupons shall be honoured only in sequential order. These documents (Tickets and EMDs) will not be honoured and will lose their validity and fare paid will be forfeited if coupons are not used in the sequence as issued.

### Domestic

#### **Maximum Stay**

The fare is valid for 12 months from the **date of original ticket issue**. All travel must be completed by this date.

#### **Original Ticket Validity**

The ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from the **date of original issue**.

# VIRGIN AUSTRALIA TICKET AND EMD VALIDITY POLICY

SEPTEMBER 2020



## **Reissue of Domestic Ticket**

If a domestic ticket is reissued, the reissue must occur prior to the original ticket expiry date. The subsequent ticket expires and is not valid for travel, reissue or refund at 12 months from **date of original issue**.

If the new itinerary is subsequently cancelled and travel does not commence, the ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from the **date of original issue**.

All travel must be completed within 12 months from the **date of original issue** and not 12 months from the date of the exchanged ticket.

## **Exchange ticket from Domestic ticket to another Domestic ticket**

If a domestic ticket is exchanged to another domestic ticket, the exchange must occur prior to the original ticket expiry. The subsequent domestic ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from the **date of original issue**.

If the new domestic itinerary is subsequently cancelled and travel does not commence, the ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from the **date of original issue**.

### **For example:**

Original date of issue 01JUN18

Not Valid After 01JUN19

All travel must be completed within 12 months from the **date of original ticket issue**.

## **Exchange ticket from Domestic ticket to an International ticket**

When a domestic ticket is exchanged to an international ticket, exchanges must occur prior to the original ticket expiry date. The subsequent International ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from **date of the exchange**.

If the International booking is subsequently cancelled and travel does not commence, the ticket expires and is not valid for travel, exchange or refund at 12 months from the **date of the exchange**.

### **For example:**

Original date of issue 01JUN18

Date of exchange 29MAY19

Not Valid After 29MAY20

At any time after commencement of the first flight the ticket may be reissued in accordance with the permitted maximum stay.

## **International**

### **Maximum stay**

The ticket is valid for 12 months from the **date of the first outbound flight**. All travel must be completed by this date, unless otherwise specified in the fare rule.

### **Original Ticket Validity**

The ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from the **date of original issue**.

### **Reissue of ILH/ISH Ticket**

If an International ticket is reissued, the reissue must occur prior to the original ticket expiry date. The subsequent ticket expires and is not valid for travel, reissue or refund at 12 months from **date of original issue**.

If the new itinerary is subsequently cancelled and travel does not commence, the ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from the **date of original issue**.

At any time after commencement of the first flight the ticket may be reissued in accordance with the permitted maximum stay.

The new fares must be calculated from origin to destination of the new journey based on the fares applicable at the time of reassessment (current fares and International Rate of Exchange).

### **Exchange Ticket from an International ticket to a new International ticket**

If an International ticket is exchanged to another International ticket, the exchange must occur prior to the original ticket expiry date. The subsequent International ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from **date of the exchange**.

If the new International itinerary is subsequently cancelled and travel does not commence, the ticket is not valid for travel, reissue, exchange or refund at 12 months from the **date of the exchange**.

#### **For example:**

Original date of issue 01JUN18

Date of exchange 29MAY19

Not Valid After 29MAY20

At any time after commencement of the first flight the ticket may be reissued in accordance with the permitted maximum stay.

### **Exchange an International ticket to a Domestic ticket**

If an international ticket is exchanged to a domestic ticket, the exchange must occur prior to the original ticket expiry date. The subsequent domestic ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from **date of the exchange**.

If the domestic ticket is subsequently cancelled and travel does not commence, the ticket expires and is not valid for travel, exchange or refund at 12 months from the **date of the exchange**.

#### **For example:**

Original date of issue 01JUN18

Date of exchange 29MAY19

Not Valid After 29MAY20

The new domestic will be valid for 12 months from the **date of the exchange** and all travel must be completed within 12 months from that date.

# VIRGIN AUSTRALIA TICKET AND EMD VALIDITY POLICY

SEPTEMBER 2020



## EMD Validity

EMDs are valid for 12 months from the [date of the first outbound flight](#), or if the EMD remains unused, 1 year from the [date of the issue of the EMD](#).

### Definitions

**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.)

## Managing Ticket Validity During COVID-19

### Ticket Validity Extension

Virgin Australia is pleased to advise we have provided an auto extended ticket validity to all tickets issued where the first travel coupon date is between 01 January 2020 and 31 October 2020 (regardless of the ticketing date). These tickets now have a ticket validity extended to 731 days from the date of the first outbound flight on the ticket.

Agents wishing to extend ticket validity on tickets where:

- › The first outbound sector travel date was between 01 January 2020 – 31 October 2020 have had validity auto extended to 731 days from first open coupon date (i.e. first coupon travel date 01 January 2020, new validity 01 January 2022)
- › Unused tickets issued prior to 01 January 2020 where first outbound travel date was before 01 January 2020 but second or subsequent was before 31 October and unused tickets issued between 01 October 2019 and 31 December 2019 where first flight date is between 01 October 2020 – 31 December 2020 may be exchanged to a new travel date to extend validity:
  - Tickets exchanged with a new travel date prior to 31 October 2020 will have validity auto extended to 31 July 2022
  - Tickets exchanged with a new travel date outside 01 January 2020 – 31 October 2020, will have a 12 month validity from first coupon travel date. To further extend validity beyond that 12 months through to 31 July 2022, Agent must exchange to new travel date
  - Tickets valid as at 20 April 2020 (Future Credit) but have since expired, may be reinstated for exchange by calling Virgin Australia Industry Support. Reinstated ticket must be exchanged within 24 hours of reactivation. Tickets are only available for reinstatement inside 12 months post expiry date. Any ticket not reinstated within 12 months of expiry will be forfeited
  - Partially used tickets where coupon is in open status may be reissued to extend the validity as per the examples provided noting the validity date is taken from the first coupon travel date of the original ticket. Reissue process in relation to re-assessing the fares, associated rules and conditions must be applied

Refer to current [Commercial Policies](#) on the Agency Hub for the application of change fees and fare rules when exchanging. Please ensure any unwanted inventory is cancelled from the PNR to avoid no show penalty.