

## Virgin Australia Commercial Policy Reduction of Services between Melbourne and Hong Kong (v.v)

As a result of a **reduction of services between Melbourne (MEL) and Hong Kong (HKG)**, Virgin Australia has issued a waiver code, **BW000099**. This code may be used to waive additional fare, taxes and change fees for guests directly affected by the reduction of services and as a result, need to change their travel plans. Please refer to the information below for conditions which apply to this waiver code.

Effective 2 July 2018, this daily service will be reduced to 5 times a week with the removal of the Wednesday and Friday services.

<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>03 April 2018</b> with departures from <b>02 July 2018</b> onwards <b>affected by this reduction in service</b>.</li> <li>› Guests whose flights are to/from Australia to Hong Kong via Melbourne on <b>VA86/VA87</b> on the above dates <b>only</b> are eligible to use this waiver code.</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>› 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>› The waiver code <b>BW000099</b> must be entered into the endorsement box of the new ticket issued.</li> <li>› The waiver code for cancellation and refund is valid until <b>23:59 AEST, 22 February 2019</b>.</li> <li>› For all other changes, the waiver code is valid until <b>23:59 AEST, 30 June 2018</b>. Use of this waiver code outside these conditions may result in your agency receiving an Agent Debit Memo (ADM) from Virgin</li> <li>› If your itinerary is 100% Virgin Australia operated and there is no change to routing your e ticket will auto revalidate and no further action required.</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>If your guest is not satisfied with their re-accommodated flight, the below options are available:</p> <ul style="list-style-type: none"> <li>› Ok to rebook to the same destination / same cabin for travel no later than 14 days from the original travel date. No Fare difference, taxes or change fee to be charged.</li> </ul>

	<ul style="list-style-type: none"><li>› Ok to cancel the itinerary and maintain a credit for 12 months from the original date of issue.</li><li>› Ok to cancel the itinerary and apply for a refund as per the below conditions:<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><li>If the journey has commenced: a refund of the remaining un-flown itinerary only is available to original form of payment.</li></ul></li></ul> <p>Travel agents can process a refund via the GDS by <b>22 February 2019</b> using the authority <b>BW000099</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.**