

Virgin Australia Commercial Policy Tropical Cyclone Veronica

As a result of the Tropical Cyclone Veronica in Western Australia, Virgin Australia has issued waiver code BW000128. This code may be used to waive change fee and fare difference for guests directly affected by flight disruptions 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 or before 25 March 2018 with departures from 21 March 2019 until 27 March 2019 (inclusive) and travelling to/from Port Headland (PHE) and Karratha (KTA). › Guests whose flights are to/from Port Headland (PHE) and Karratha (KTA) and any other port that may be affected are eligible to use this waiver code. › All changes must be made prior to the original ticketed departure. › New travel dates must be within the ticket validity. › You, the Agent can reissue the ticket in-house on Virgin Australia (795) ticket stock › All details of the original ticket are to be shown on the new ticket including fare basis and fare calculation. › The waiver code BW000128 must be entered into the endorsement box of the new ticket issued. › The waiver code is valid until 23:59 AEST, Thursday 28 March 2019. Use of this waiver code outside these conditions may result in your agency receiving an Agent Debit Memo (ADM) from Virgin Australia. › All other rules and conditions of the ticket remain unchanged.
<p>CHANGES</p>	<ul style="list-style-type: none"> › If your guest is not satisfied with their re-accommodated flight, the below options are available: › Rebook free of charge for the same origin and destination (new travel date to be no later than 14 days from the original travel date) › No fare difference to be charged. › Guests may rebook to depart or arrive into KTA, PHE, BME or ONS for travel no later than 14 days from original travel date. No fare difference to be charged. › Guests may rebook to travel to a different destination for travel no later than 14 days from original travel date. Fare differences are to be paid for by guest.
<p>ALTERNATIVE OPTIONS IF REVISED</p>	<ul style="list-style-type: none"> › If your guest is not satisfied with their re-accommodated flight, the below options are available:

<p>ITINERARY PROVIDED IS NOT SUITABLE</p>	<ul style="list-style-type: none">› Cancel the itinerary and maintain a credit for 12 months from the original date of issue.› Cancel the itinerary and apply for a refund within 12 months from the original date of issue.› For refund, the below conditions will apply:› 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.› Travel agents can process a refund via the GDS by Thursday 28 March 2019 using the authority BW000128 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
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For further updates or more information, please contact our Virgin Australian Industry Support team on 136 737.

Thank you for your ongoing support.