

Virgin Australia Commercial Policy Lombok Earthquake (Denpasar)

As a result of the Lombok Earthquake in Denpasar, Virgin Australia has issued waiver code **BW000108**. This code may be used to waive change fee, 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 7 August 2018 with departures out of Denpasar (DPS) only from 7 August 2018 until 12 August 2018 (inclusive). › Guests whose flights are from Denpasar on the above dates only are eligible to use this waiver code. › All changes must be made prior to the original ticketed departure. › New travel dates must be prior to original travel date. › 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 BW000108 must be entered into the endorsement box of the new ticket issued. › For all changes, the waiver code is valid until 23:59 AEST, 13 August 2018. Use of this waiver code outside these conditions may result in your agency receiving an Agent Debit Memo (ADM) from Virgin › All other rules and conditions of the ticket remain unchanged.
<p>CHANGES</p>	<p>Guests travelling on Virgin Australia marketed and operated services may change:</p> <ul style="list-style-type: none"> › To the same destination/same cabin for earlier travel from Denpasar

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

Thank you for your ongoing support.