

Virgin Australia Commercial Policy Mount Agung Volcano Eruption

As a result of the volcanic ash from the eruption at Mount Agung, Indonesia, Virgin Australia has issued waiver code **BW000106**. This code may be used to waive change fee, fare difference and refund fee 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 07 July 2018 with departures in/out of Denpasar from 07 July 2018 until 11 July 2018 (inclusive). › Guests whose flights are to/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 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 BW000106 must be entered into the endorsement box of the new ticket issued. › The waiver code for cancellation and refund is valid until 23:59 AEST, 11 May 2019. › For all other changes, the waiver code is valid until 23:59 AEST, 13 July 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 travel no later than 30 days from original travel date. No Fare difference, tax or change fee to be charged. › To Nadi (NAN) or Port Vila (VLI), Apia (APW) and Honiara (HIR)/ same cabin for travel no later than 30 days from original travel date. Guests can be rerouted to Nadi (NAN), Port Vila (VLI), Apia (APW) and Honiara (HIR) via connecting services through Brisbane (BNE), Sydney (SYD) and Melbourne (MEL) if required. No Fare difference or change fee to be charged. Tax difference to be collected.

	<ul style="list-style-type: none"> › To a different destination for travel no later than 30 days from original travel date. Fare and tax differences are to be paid for by guest. Only change fee waived. <p>Guests travelling on SQ Operated Services (795 tickets only – VA*SQ) may change:</p> <ul style="list-style-type: none"> › To the same destination / same cabin for travel no later than 30 days from original travel date. No Fare differences to be charged. <p style="text-align: center;">Guests can also bring their travel date forward if needed.</p>
<p>ALTERNATIVE OPTIONS IF REVISED ITINERARY PROVIDED IS NOT SUITABLE</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"> › 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. <p>For refund, the below conditions will apply:</p> <ul style="list-style-type: none"> › 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. <p>Travel agents can process a refund via the GDS by 11 March 2019 using the authority BW000106 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.