

Virgin Australia Commercial Policy Tropical Cyclone Oma

As a result of the Tropical Cyclone Oma in Queensland, Virgin Australia has issued waiver code **BW000125**. 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 22 February 2019 with departures from 22 February 2019 until 25 February 2019 (inclusive). › Guests whose flights are impacted (delayed or cancelled) are eligible to use this waiver code to book to another service with change fees waived. › 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 BW000125 must be entered in to the endorsement box of the new ticket issued. › The waiver code for cancellation and refund is valid until 23:59 AEST, Monday 25 February 2019. › For all other changes, the waiver code is valid until 23:59 AEST, Monday 25 February 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>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"> › Rebook free of charge for the same origin and destination, same cabin. New travel date to be no later than 14 days from the original travel date. No fare difference to be charged. › Rebook to a different destination for travel no later than 14 days from original travel date. Fare differences are to be paid by guest. › Cancel the itinerary and maintain a credit for 12 months from the original date of issue.

- › 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.

Note for all options above: If the guest has connections booked on the same ticket, we need to extend these options to include the entire itinerary and not just the affected sector.

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 **Monday 25 February 2019** using the authority **BW000125** 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

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

Thank you for your ongoing support.