

Commercial Policy Cessation of Perth-Geraldton-Perth Services

As a result of the cessation of services between Perth (PER) and Geraldton (GET), Virgin Australia has issued a waiver code, **BW000132**. This code may be used to waive change and refund fees for guests directly affected. All flights between Perth (PER) and Geraldton (GET) will cease operation from Sunday 21st July 2019.

<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 16 May 2019 affected by the cessation of services between Perth and Geraldton. › Guests whose flights are between Perth and Geraldton only and are travelling from Sunday 21st July 2019 are eligible to use this waiver code. › You, the Agent can reissue the ticket in-house on Virgin Australia (795) ticket stock. › Authority BW000132 must be entered into the endorsement box. › The waiver code is valid until 23:59 AEST, 20 September 2019 for refunds. Use of waiver code after 20 September 2019 may result in an Agent Debit Memo (ADM) from Virgin Australia. › All other rules and conditions of the ticket remain unchanged.
<p>ALTERNATIVE OPTIONS</p>	<p>Refunds For refund, the below conditions will apply:</p> <p>Guests may receive a refund or partial refund as follows:</p> <ul style="list-style-type: none"> › If the journey <u>has not commenced</u>: a full refund for the entire itinerary is available to the original form of payment. › If the journey <u>has commenced</u>: a refund of the remaining un-flown itinerary only is available to original form of payment. Coupons must be in sequential order. › Travel agents can process a refund via the GDS by 23:59 AEST 20 September 2019 using authority BW000132 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>Cancellations</p> <ul style="list-style-type: none"> › The guest may cancel the affected sectors and retain the value of the ticket as credit for 12 months from the original ticket issuance date.

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

Thank you for your ongoing support.