

## Virgin Australia Commercial Policy Sydney Weather – 28 November 2018

As a result of the adverse weather in Sydney, Virgin Australia has issued waiver code SKCHG SDG. 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><b>CONDITIONS</b></p>	<ul style="list-style-type: none"> <li>› The waiver code is valid for any guests holding a valid Virgin Australia (795) ticket issued on or before <b>28 November 2018</b> with departures in/out of Sydney from <b>28 November 2018 until 29 November 2018 (inclusive)</b>.</li> <li>› Guests whose flights are to/from Sydney on the above dates <b>only</b> are eligible to use this waiver code.</li> <li>› All changes must be made prior to the original ticketed departure.</li> <li>› New travel dates must be within the ticket validity.</li> <li>› You, the Agent can reissue the ticket in-house on Virgin Australia (795) ticket stock</li> <li>› All details of the original ticket are to be shown on the new ticket including fare basis and fare calculation.</li> <li>› The waiver code <b>SKCHG SDG</b> must be entered into the endorsement box of the new ticket issued.</li> <li>› The waiver code for cancellation and refund is valid until <b>23:59 AEST, 29 November 2019</b>.</li> <li>› For all other changes, the waiver code is valid until 23:59 AEST, <b>29 November 2018</b>. Use of this waiver code outside these conditions may result in your agency receiving an Agent Debit Memo (ADM) from Virgin Australia.</li> <li>› <b>All other rules and conditions of the ticket remain unchanged.</b></li> </ul>
<p><b>CHANGES</b></p>	<p>Guests travelling on Virgin Australia marketed and operated services may change:</p> <ul style="list-style-type: none"> <li>› Rebook free of charge within ticket validity or if a guest chooses not to travel waive cancel fees and issue credit.</li> </ul>
<p><b>ALTERNATIVE OPTIONS IF REVISED ITINERARY PROVIDED IS NOT SUITABLE</b></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"> <li>› Cancel the itinerary and maintain a credit for 12 months from the original date of issue.</li> </ul>

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

Thank you for your ongoing support.