

Virgin Australia Commercial Policy Sydney Airport Outage

Dear Industry Partner,

As a result of the Sydney Airport Outage, Virgin Australia has issued a waiver code, **BW000098**. This code may be used to waive change fees only for guests directly affected by the Sydney Airport Outage and as a result, need to change their travel plans. Please refer to the information below regarding conditions surrounding this waiver code.

Conditions

- › The waiver code is valid for any guests holding a valid Virgin Australia (795) ticket issued on or before 9 March 2018 with a departure on 9 March 2018.
- › 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 **BW000098** must be entered into the endorsement box of the new ticket issued.
- › The waiver code is valid until **23:59 AEST, 12 March 2018**. Use of this waiver code after **12 March 2018** may result in your agency receiving an Agent Debit Memo (ADM) from Virgin Australia.
- › **All other rules and conditions of the ticket remain unchanged.**

Changes

Guests may make the following changes as follows:

- › To the same destination / same cabin for travel no later than 14 days from original travel date. No Fare difference to be charged.
- › To a different destination for travel no later than 14 days from original travel date. Fare difference are to be paid for by guest.

Cancellations

- › The guest may cancel the itinerary as per the conditions above and retain the value of the ticket as credit for 12 months from the original ticket issuance date.
- › Guests who no show as a result will still be entitled to retain the value of the ticket as credit for 12 months from the original ticket issuance date. Should your ticket be in used status as a result of a no show please contact Industry Support for assistance 13 67 37.

For further updates or more information, please contact your Virgin Australia Industry Account Manager.

Thank you for your ongoing support.