

Virgin Australia Commercial Policy Seasonal Reduction of Services Between Sydney (SYD) and Christchurch (CHC)

Dear Industry Partner,

As a result of the seasonal reduction of services between Sydney (SYD) and Christchurch (CHC), Virgin Australia has issued waiver code **BW000089**. This code may be used to waive additional fare, taxes and change fees for guests directly affected by the reduction of these services 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/before 25 January 2018 and are affected by the reduction of flights from the **end of March until early December 2018** as outlined below:
VA138 SYD-CHC
VA135 CHC-SYD
- › All changes must be made prior to the original ticketed departure.
- › New travel dates must be within the ticket validity.
- › All guests that have been reaccommodated on Virgin Australia codeshare with Air New Zealand must reissue the ticket. This also applies to tickets that have been auto validated.
- › 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.
- › Waiver **BW000089** 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, 14 December 2018**.
- › For all other changes, the waiver code is valid until **23:59 AEST, 31 March 2018**. 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.**

Guest Re-accommodation

- › All guests booked in Economy Class will be re-accommodated into the same cabin of service on an Air New Zealand operated flight.
- › All guests travelling in Business Class will be re-accommodated in the same cabin via the following gateways Brisbane (BNE) or Melbourne (MEL) on a Virgin Australia Operated service

If your guest is not satisfied with their re-accommodated flights, the below options are available.

Cancellations

- › 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.

Refunds

Guests may receive a refund or partial refund as follows:

- › 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. Coupons must be in sequential order.
- › If guest chooses to accept the downgrade to Economy class on the Virgin Australia Codeshare operated by Air New Zealand a refund of the difference between fare paid and fare travelled is available to the original form of payment. Please process this refund after departure via BSPLINK as the coupons will be in used status. Processing fee will be waived in this instance.
- › For all other refunds Travel agents can process a refund via the GDS by **14 December 2018** using the authority **BW000089** 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.