

## Virgin Australia Commercial Policy Mount Agung Eruption

Dear Industry Partner,

As a result of the volcanic ash from the eruption at Mount Agung, Indonesia, Virgin Australia has issued waiver code **BW000082**. This code may be used to waive change fee, fare difference and refund fee 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.

### Conditions

- The waiver code is valid for any guest holding a valid Virgin Australia (795) **ticket to and from Denpasar, Indonesia issued on/before 25 November 2017 and travelling to and from Denpasar from 25 November 2017 until 4 December 2017 (inclusive)**.
- 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.
- Waiver **BW000082** 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, 12 October 2018 or 12 months from original date of issue (whichever comes first)**.
- For all other changes, waiver is valid **until 23:59 AEST, 08 December 2017**. 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.**

### Changes

Guests travelling on Virgin Australia marketed and operated services may change:

- To the same destination/same cabin for travel no later than 30 days from original travel date. No Fare difference, tax or change fee to be charged. Guests can also bring their travel date forward if needed.
- To Nadi (NAN) or Port Vila (VLI) for travel no later than 30 days from original travel date. No Fare difference, tax or change fee to be charged.
- To a different destination/same cabin for travel no later than 30 days from original travel date. Fare and tax **difference to be charged**, change fee to be waived.

Guests travelling on Virgin Australia marketed and operated services from Port Headland (PHE) to Denpasar (DPS) vice versa may reroute:

- Via East Coast. i.e. PHE–PER-BNE-DPS
- To Perth (PER) for travel no later than 30 days from original travel date. No Fare difference, tax or change fee to be charged.

Rebooking to either same or different destination is only permitted on Virgin Australia marketed and operated services.

Guests travelling on Virgin Australia marketed, Singapore Airlines operated services may change:

- To the same destination /same cabin for travel no later than 30 days from original travel date. No Fare difference, tax or change fee to be charged.

### Cancellations

- The guest may cancel their itinerary and retain the value of the ticket as credit for 12 months from the original ticket issuance date. Ticket must be in sequential order to allow a credit. Ticket cannot be used out of sequential order.

## 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 inclusive of credit card fees.
- › If the journey has commenced: a refund of the remaining un-flown itinerary only is available to original form of payment inclusive of credit card fees. Coupons must be in sequential order.
- › Travel agents can process a refund via the GDS by **12 October 2018 or within 12 months of the original ticket issuance date (whichever comes first)** using the authority **BW000082** 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.**