

Virgin Australia Commercial Policy Air New Zealand (NZ) Codeshare Cessation May 18

Due to the cessation of codeshare services between Virgin Australia and Air New Zealand, effective **Sunday 28 October 2018**, Virgin Australia has issued a waiver code, **BW000103**. This code may be used to waive additional fare, taxes and change fees for guests directly affected by the reschedule of some Trans-Tasman services and need to change their travel plans. Please refer to the information below for conditions which apply to this waiver code.

<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 15 May 2018 with departures from 28 October 2018 onwards affected by this schedule change. › Guests whose flights are to/from Australia and New Zealand or on domestic New Zealand sectors operated by Air New Zealand (NZ) on the above dates only are eligible to use this waiver code. › 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 BW000103 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, 15 April 2019. › For all other changes, the waiver code is valid until 23:59 AEST, 30 June 2018. Use of this waiver code outside these conditions may result in your agency receiving an Agent Debit Memo (ADM) from Virgin › All other rules and conditions of the ticket remain unchanged.
<p>CHANGES</p>	<p>Guests booked on codeshare services – Trans-Tasman sectors:</p> <ul style="list-style-type: none"> › Guests will be rebooked onto a Virgin Australia operated service on the Trans-Tasman route <p>Guests booked on codeshare services – New Zealand Domestic sectors:</p> <ul style="list-style-type: none"> › Guests will need to be rebooked by you, the Travel Agent onto the same flight but now marketed and operated by Air New Zealand. Please rebook into one of the following booking classes T, W and Q class and reissue the ticket using the above waiver code.

<p>ALTERNATIVE OPTIONS IF REVISED ITINERARY PROVIDED IS NOT SUITABLE</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"> › Rebook to the same destination / same cabin for travel no later than 14 days from the original travel date. No Fare difference, taxes or change fee to be charged. › Cancel the itinerary and maintain a credit for 12 months from the original date of issue. › Cancel the itinerary and apply for a refund within 12 months from the original date of issue. <p>For refund, the below conditions will apply:</p> <ul style="list-style-type: none"> › 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. <p>Travel agents can process a refund via the GDS by 15 March 2019 using the authority BW000103 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>
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For further updates or more information, please contact our Virgin Australian Industry Support team on 136 737.

Thank you for your ongoing support.