



## Virgin Australia Ticket and EMD Validity Policy

The purpose of this document is to provide guidance and detailed information that will assist with:

**Validity** of Virgin Australia tickets and EMDs (Electronic Miscellaneous Documents). Authorised agents are empowered to create, amend and cancel reservations for Virgin Australia customers, within the parameters of this policy.

This policy governs all authorised agents wishing to create, manage and/or cancel a booking and is applicable to all Virgin Australia sectors, fares, ancillaries and 795 ticket stock, for all customer reservations.

### Ticket Validity

Tickets are valid for a maximum of 12 months from the **date of the first outbound flight** unless otherwise specified in the fare rules. If the ticket remains unused, the ticket is valid 1 year from the **date of issuance**. Once travel has commenced the most restrictive maximum permitted stay specified in the fare rules, defines the ticket validity.

**For example:**

Original date of departure 01JUN18

Not Valid After 01JUN19

On an ILH ticket with a maximum stay of 12 months, the customer must depart from the last stopover point before midnight of 01JUN19.

When a ticket has been reissued or upgraded en-route, the maximum stay is still calculated from the **date of the original outbound flight**. A reissue or fare upgrade after departure will not extend the maximum stay beyond 12 months from date of the original outbound flight at any time.

#### **Sequential use**

Tickets and EMDs are valid only for transportation or ancillaries as shown on the document. Flight and ancillary coupons shall be honoured only in sequential order. These documents (Tickets and EMDs) will not be honoured and will lose their validity and fare paid will be forfeited if coupons are not used in the sequence as issued.

### Domestic

#### **Maximum Stay**

The fare is valid for 12 months from the **date of original ticket issue**. All travel must be completed by this date.

#### **Original Ticket Validity**

The ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from the **date of original issue**.

#### **Reissue of Domestic Ticket**

If a domestic ticket is reissued, the reissue must occur prior to the original ticket expiry date. The subsequent ticket expires and is not valid for travel, reissue or refund at 12 months from **date of original issue**.

If the new itinerary is subsequently cancelled and travel does not commence, the ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from the **date of original issue**.



All travel must be completed within 12 months from the **date of original issue** and not 12 months from the date of the exchanged ticket.

### **Exchange ticket from Domestic ticket to another Domestic ticket**

If a domestic ticket is exchanged to another domestic ticket, the exchange must occur prior to the original ticket expiry. The subsequent domestic ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from the **date of original issue**.

If the new domestic itinerary is subsequently cancelled and travel does not commence, the ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from the **date of original issue**.

#### **For example:**

Original date of issue 01JUN18  
Not Valid After 01JUN19

All travel must be completed within 12 months from the **date of original ticket issue**.

### **Exchange ticket from Domestic ticket to an International ticket**

When a domestic ticket is exchanged to an international ticket, exchanges must occur prior to the original ticket expiry date. The subsequent International ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from **date of the exchange**.

If the International booking is subsequently cancelled and travel does not commence, the ticket expires and is not valid for travel, exchange or refund at 12 months from the **date of the exchange**.

#### **For example:**

Original date of issue 01JUN18  
Date of exchange 29MAY19  
Not Valid After 29MAY20

At any time after commencement of the first flight the ticket may be reissued in accordance with the permitted maximum stay.

## International

### **Maximum stay**

The ticket is valid for 12 months from the **date of the first outbound flight**. All travel must be completed by this date, unless otherwise specified in the fare rule.

### **Original Ticket Validity**

The ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from the **date of original issue**.

### **Reissue of ILH/ISH Ticket**

If an International ticket is reissued, the reissue must occur prior to the original ticket expiry date. The subsequent ticket expires and is not valid for travel, reissue or refund at 12 months from **date of original issue**.

If the new itinerary is subsequently cancelled and travel does not commence, the ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from the **date of original issue**.

At any time after commencement of the first flight the ticket may be reissued in accordance with the permitted maximum stay.



The new fares must be calculated from origin to destination of the new journey based on the fares applicable at the time of reassessment (current fares and International Rate of Exchange).

## Exchange Ticket from an International ticket to a new International ticket

If an International ticket is exchanged to another International ticket, the exchange must occur prior to the original ticket expiry date. The subsequent International ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from **date of the exchange**.

If the new International itinerary is subsequently cancelled and travel does not commence, the ticket is not valid for travel, reissue, exchange or refund at 12 months from the **date of the exchange**.

### For example:

Original date of issue 01JUN18

Date of exchange 29MAY19

Not Valid After 29MAY20

At any time after commencement of the first flight the ticket may be reissued in accordance with the permitted maximum stay.

## Exchange an International ticket to a Domestic ticket

If an international ticket is exchanged to a domestic ticket, the exchange must occur prior to the original ticket expiry date. The subsequent domestic ticket expires and is not valid for travel, reissue, exchange or refund at 12 months from **date of the exchange**.

If the domestic ticket is subsequently cancelled and travel does not commence, the ticket expires and is not valid for travel, exchange or refund at 12 months from the **date of the exchange**.

### For example:

Original date of issue 01JUN18

Date of exchange 29MAY19

Not Valid After 29MAY20

The new domestic will be valid for 12 months from the **date of the exchange** and all travel must be completed within 12 months from that date.

## EMD Validity

EMDs are valid for 12 months from the **date of the first outbound flight**, or if the EMD remains unused, 1 year from the **date of the issue of the EMD**.

### Definitions

**Reissue** - Taking a partially used ticket, post departure, and re-assessing the fare to support the revised itinerary based on fares, associated rules and conditions that were applicable at the time of original ticket issuance.

**Exchange** - Taking a wholly unused ticket, prior to departure, and applying it as payment towards a completely new fare to support the revised itinerary based on fares, associated rules and conditions that are applicable at the time of the exchange. (**International exception:** A wholly unused ticket will be assessed as a reissue when there are no changes being made to the **outbound** fare component of the international pricing unit.).