

COMMERCIAL POLICY

Vanuatu Earthquake

ALL BOOKINGS TRAVELLING TO AND FROM VANUATU

v2.1

Commercial Policy

Issue Date	15/01/2025
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General Information

Intent	This policy applies to any bookings which have been impacted by Vanuatu Earthquake. VA will continue to monitor this event waiver and adjust this policy if needed
Impacted Travel Dates	Travel dates on & between 17/12/2024 & 05/01/2025 inclusive
Applicable Documents	<ul style="list-style-type: none"> Valid Virgin Australia (795) tickets Valid Virgin Australia EMD's Issued on or before 17/12/2024
Applicable Bookings	<p>This policy applies to:</p> <ul style="list-style-type: none"> All Ticketed Revenue bookings irrespective of booking channel and form of payment. All Ancillaries (excluding carbon offset, payment surcharge and service fee) All Ticketed Velocity redemption bookings (reward seat, any seat/points) made using points or points + pay
Conditions	<p>Impacted Ports: Vanuatu (VLI)</p> <p>Change or cancellation requests at the guest's choice where sale date occurs on or prior to 17/12/2024 and travel is on & between 17/12/2024 & 05/01/2025 inclusive</p> <ul style="list-style-type: none"> Guest can rebook to another Virgin Australia operated flight (subject to below change/rebook conditions) * Guest can cancel (to travel credit) with cancellation fee waived (subject to below credit conditions) ^ Guest can cancel (refund to OFOP) with cancellation fee waived (subject to below credit conditions) ~ <p>This policy will only apply where the guest chooses to take proactive action on their booking where VA has not delayed or cancelled the flight. If VA has delayed or cancelled the guest's flight, the guest should be offered the options in the Guest Compensation Policy.</p> <p>NOTES:</p> <ul style="list-style-type: none"> Flights and any Ancillaries no longer required by Guest must be cancelled prior to scheduled departure. All other rules and conditions of the ticket remain unchanged except for the ticket validity when the travel date criteria are met. Changes outside of this policy are subject to the reissue rules of the ticketed fare (unless stated below). This includes any applicable fare differences or fees / taxes.

	<ul style="list-style-type: none"> For un-ticketed bookings, alternate flights / routings can be rebooked subject to availability and tickets issued in accordance with fare conditions.
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Policy Overview

Impacted Cities/Regions	Impacted Ports: Vanuatu (VLI)
POS	All
Applicable tickets	Valid 795 tickets and EMD's Issued prior to 17/12/2024
Impacted Travel Dates	on & between 17/12/2024 & 05/01/2025 inclusive
Applicable to rebook on	<input checked="" type="checkbox"/> VA Operated Flights
New Travel Dates	Travel must be completed within 14 days of original travel date
* Re-Book / Change *	<u>General Conditions</u> <ul style="list-style-type: none"> Date changes permitted with change fee waived +/- 14 days from original departure date (not applicable to name changes) If the ticket coupon is in USED status due to no show on a disrupted flight, Virgin Australia is authorised to reopen the coupon to OK status to support the ability to rebook/change All other fare rules apply
	<u>Same Origin / Destination within +/- 14 days from original departure date.</u> <ul style="list-style-type: none"> Change fee waived Fare difference waived Same or lowest available fare class (RBD) can be used
	<u>Different Origin / Destination within +/- 10 days from original departure date</u> <ul style="list-style-type: none"> Change fee waived Fare differences payable including Tax differences
^ Credit	<u>General Conditions</u> A credit may be issued any unflown sector and ancillary with cancellation fee waived in the form of unused ticket.* This includes any coupon that may be in USED status due to no show on a disrupted flight. Retain the value of the ticket as credit for 12 months from the original ticket issuance date. Note: partial credits only apply if the fare rules permit and the ticket coupons are in sequence (i.e. guests unable to cancel the outbound flight and wish to take the inbound flight) Should a coupon be in USED status due to no show on a disrupted flight, Virgin Australia is authorised to reopen the coupon to OK status to process credit.

~Refund (to Original Form of Payment – OFOP)	<p>If the above alternative options are not suitable, customers are entitled to a refund to original form of payment on any unflown sector. This includes any coupon that may be in USED status due to no show on a disrupted flight.</p> <p>If the booking was originally made with a travel credit or credit held on ticket, the value of any unflown sector will be provided as a travel credit or to a ticket. Cash refund is not permitted. This includes any coupon that may be in USED status due to no show on a disrupted flight.</p> <p>Flight must be cancelled before scheduled flight departure.</p>
Policy Exclusions	Fees imposed by suppliers or other third parties e.g. agency services charges, gift cards, insurance etc
Waiver Code	BW000282 applies to all indirect bookings. Please ensure this waiver code is added to the endorsement box for reissues or the Airline Authority box for refunds to avoid ADM
Supporting Policy/ Process & Guidelines	All Policies: https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides