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## 1.0 Purpose

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

- Fares and Ticketing
- Rebooking, Reissues and Exchanges
- Voids, Cancellations and Refunds

## 2.0 Terms and Definitions

Terms	Definitions
ADM	Agency Debit Memo is an industry standard document sent from an airline to a travel agent as a charge for failing to comply with booking and/or ticketing rules for air travel.
Booking and Service Fee or Payment Surcharge	Payment Surcharge applies to tickets issued in Australia or New Zealand and paid for by debit or credit card.
Dual RBD	Dual RBD refers to functionality that allows flights to be booked in a single RBD [booked RBD] and provides multiple price points linked to multiple RBDs [shopped RBDs] within a single fare brand.
EMD	Electronic Miscellaneous Document is an industry standard document used to pay for ancillary charges and service fees. They can be for flight-related services (EMD-A) or a collection of change fees and group deposits (EMD-S).
E-Ticket	A ticket issued electronically, which is comprised of Electronic Coupons, and authorises a Guest to travel on flights
Electronic Coupon	An electronic flight coupon or other value document in electronic record form held in the VA database.
Exchange	Taking a wholly unused e-ticket, prior to departure, and applying it as payment towards a revised itinerary.
Fare Basis Code	Also called fare basis. The Fare Basis is the code that appears on the ticket in the Fare Basis box. It can include letters, numbers, and up to two slashes (/). A Fare Basis is a compilation of the fare class or ticketing code and one or two ticketing designators. The fare basis code should not be confused with the fare class, which is associated to each fare and is used in pricing.
Fare Brand	Also known as branded fares. Branded fares create distinct products that flight shoppers see as one unit for one price but that includes multiple attributes and ancillaries [when applicable] Virgin Australia offers the following fare brands: Economy Lite, Economy Choice, Economy Flex and Business class.

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Fare Class Application	An ATPCO record involving an Automated Rules Tariff, Carrier, Rule Number, Fare Class, Sequence, and effective date combination. The Fare Class Application record provides miscellaneous data (such as fare type, ticketing codes, and passenger type) pertinent to the specified fare class that is necessary for pricing and assigns the reservation booking designators required to qualify for the fare. Also called Record 1 or Fare Class Record.
Fare Construction	The text details of a customers' itinerary identifying the destination where a given fare begins and ends and any transfer or stops in-between, including the airline codes booked and the monetary value in NUC's. Terminal points are where a fare component breaks.
Fare Component	A portion of an itinerary between two consecutive fare construction points. If the journey has only one fare component, the points of origin and destination are the only fare construction points.
Gross Fare Amount	A filed published or private fare [the amount shown in the Base Fare box of the passenger coupon]. Also called ticketed fare amount
ISH	International Short Haul
Married sector logic	Married segments restrict the availability end-to-end between two points.
NET	Negotiated ticketing agreement.
Net Fare Amount	The amount a carrier is willing to accept from the agency [or consolidator] for a Negotiated fare: the is, the amount that is remitted to the carrier by the agent through ARC/BSP after deduction of commission [if applicable]
NUC	Neutral Unit of Construction a non-currency form of value for the sole purpose of fare construction, usually equal to the USD. An applicable ROE is used to covert the NUCs into the currency of the fare e.g.: AUD)
Overseas based agents	Any agent who resides outside of Australia and sells VA tickets in a currency other than Australian dollars.
PNR	Passenger Name Record (Reservation record locator)
Pricing Unit	A journey or part of a journey which is priced as a separate entity i.e. is capable of being ticketed separately. A Pricing Unit can also be a Fare Component.

Private Fares	Private Fares are fares with a limited distribution and use as agreed between VA and specified parties. These fares may be priced by the account code and/or by using a private or net qualifier code.
Published Fares	Fares available for sale through all distribution channels
RBD	Reservation Booking Designator. Also called booking class or booking code. There are two types of RBDs. One is the booked RBD which is used to hold the inventory of the applicable fare brand and the another is the Shopped RBD which is used to determine price point. The Shopped RBD will be present in the fare basis code but does not match the booked RBD.
ROE	Rate of Exchange is notified by IATA to convert local currency fare to NUC and to convert total NUC amounts to the currency of the country of commencement of transportation.
Revalidation/Rebooking	The change of a reservation which does not require ticket reissue or exchange.
Reissue	Taking a partially used e-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. .
VA	Virgin Australia
Validity	The applicable period during which the e-ticket may be utilised i.e.: it remains valid for presenting for travel or exchange or refund.

## 3.0 Fare and Ticketing Guidelines

- Whilst the majority of VA fares are loaded as one way, they may be sold as return or used to combine end on end itineraries.
- E-tickets must be issued for all passengers, including INF (infant without a seat) and INS (infant with a seat).
- E-tickets and EMDs must be used in sequential order.
- Waitlisting is permitted in Y or J booking class [RBD] only.
- Travel via the point of origin on the same ticket is not permitted (see below for exception), including multiple sectors of the same city pair, in the same direction.

**For example:**

SYD-BNE /- SYD-BNE **(Not Permitted)**

SYD-CNS /- CNS x/SYD-MEL (**Permitted as SYD is a transfer point**)

- No more than one departure from point of origin.
- No more than one arrival at point of destination.
- No more than one stopover at any one intermediate point.
  - **Exception: Domestic only**
    - The same city pair can appear on a fare calculation line more than once on a reissued or exchanged ticket only if the original exchange coupon was a single pricing unit.

Existing Itinerary - Domestic	New Itinerary
<ul style="list-style-type: none"> <li>• SYD MEL 10MAR22</li> <li>• MEL SYD 14MAR22</li> </ul>	<ul style="list-style-type: none"> <li>• SYD MEL 10MAR22 – Travelled on</li> <li>• MEL SYD 14MAR22 – Put into credit</li> <li>• SYD MEL 25MAR22 – New Flight - PERMITTED</li> </ul> <p>Guest has used SYD MEL and cancelled MEL-SYD and put into credit for a later date. Guest decides to use credit for a SYD-MEL flight. The <b>reissue is permitted**</b> if the new fare is equal or higher value and the fare calculation line now reflects SYD MEL // SYD MEL</p> <p><b>** Domestic Only. Not permitted on International fares.</b></p>

Existing Itinerary – International	New Itinerary
<ul style="list-style-type: none"> <li>• BNE DPS 10MAR22</li> <li>• DPS BNE 14MAR22</li> </ul>	<ul style="list-style-type: none"> <li>• BNE DPS 10MAR22 – Travelled on</li> <li>• DPS BNE 14MAR22 – Put into credit</li> <li>• BNE DPS 25MAR22 – New Flight – NOT PERMITTED</li> </ul> <p>Guest has used BNE DPS and cancelled DPS-BNE and put into credit for a later date. Guest wants to use their credit for a BNE-DPS flight. Exchanging the IB flight DPS-BNE for the same route as the original OB flights BNE-DPS <b>is not permitted</b>. The fare is filed as a return and must remain part of the one pricing unit.</p>

- Australian based agents are required to collect GST (UO tax) on domestic Australia tickets and applies to fares, taxes, and fees.
  - **Exceptions:**
    - Domestic tickets issued in conjunction with an international ticket are exempt from charging the GST. The international ticket number must be added to the “issued in conjunction” box on the domestic ticket when GST is waived.
    - The fare was purchased by a non-resident who was outside of Australia at the time of purchase.
- Married sector logic is enforced by VA.
- Booking and service fees may apply. For more information please visit the following:
- [Direct customer payment options and fees](#)
- [Payment surcharge policy for bookings made via the GDS](#)

## 4.0 E-Ticket & EMD and Fare validity

### Sequential use

E-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 (E-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 Tickets

#### Maximum Stay

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

#### Original Ticket Issue

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

#### **Example:**

- Original date of issue 01NOV21

- Not Valid After 01NOV22

## Reissue of Domestic to Domestic Ticket

- Reissue/Exchange must occur prior to the original ticket expiry date, 12 months from **date of original issue**.
- For any subsequent reissues, exchanges or cancellations, ticket expires and is not valid for travel, reissue, exchange or refund 12 months from **date of original issue**.

### Example:

- Original date of issue 01NOV21
- Date of reissue/exchange 01JAN22
- Not Valid After 01NOV22

## Exchange of Domestic to International Ticket

- Domestic ticket must be exchanged prior to the ticket expiry date, 12 months from **date of original issue**. The subsequent international ticket is not valid for travel, reissue, exchange, or refund 12 months from **date of exchange**.
- If the international ticket is cancelled and travel date of exchange **has not** commenced, the ticket expires and is not valid for travel, exchange, or refund 12 months from **date of exchange**.

### Example:

- Original date of issue 01JUN21
- Date of reissue/exchange 29MAY22
- Not Valid After 29MAY23

## International Tickets

### Maximum Stay

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

After departure of the first outbound fare component has commenced, the maximum stay requirement of the ticketed fare applies, unless the whole itinerary is re-priced to a fare permitting a longer maximum stay.

### Original Ticket Issue

For tickets where travel **has not** commenced, the ticket expires and is not valid for travel, reissue, exchange, or refund 12 months from **date of original issue**.

## Reissue of International to International Ticket

- International ticket must be reissued prior to the ticket expiry date, 12 months from **date of original issue**.
- For any subsequent reissues or cancellations, ticket expires and is not valid for travel, reissue, or refund 12 months from **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.

### Reissue Example:

- Original date of issue 01JUN21
- Date of reissue 29MAY22
- Not Valid After 01JUN22

## Exchange of International to International Ticket

- International ticket must be exchanged prior to the ticket expiry date, 12 months from **date of original issue**.
- For any subsequent exchanges or cancellations, ticket expires and is not valid for travel, exchange, or refund 12 months from **date of exchange**.

### Exchange Example:

- Original date of issue 01JUN21
- Date of exchange 29MAY22
- Not Valid After 29MAY23

## Exchange of International to Domestic Ticket

- International ticket must be exchanged prior to the ticket expiry date, 12 months from **date of original issue**. The subsequent domestic ticket is not valid for travel, exchange, or refund 12 months from **date of exchange**.
- If the domestic ticket is cancelled and travel date of exchange **has not** commenced, the ticket expires and is not valid for travel, exchange, or refund 12 months from **date of exchange**.

### Exchange Example:

- Original date of issue 01JUN21
- Date of exchange 29MAY22
- Not Valid After 29MAY23



## **Extension of Validity**

The validity of a ticket may be extended if travel is disrupted by an event beyond the airlines control through a waiver by authorised VA employees.

## **EMD validity**

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

## **5.0 Voluntary change guidelines**

- Fares must be reassessed when a change is made to a ticketed booking.
- When processing manually, change fees are collected on the ticket as a YR tax
- Base fare of the new itinerary must be lower, equal or higher than the original base fare. Should the new fare be of a lower value the residual value on the original ticket will be forfeited.
- All change fees apply per person, per ticket and must be collected in addition to any applicable increase in fare, surcharges, and tax at time of voluntary reissue/exchange.
- The advance purchase of the new fare must be adhered to in the event of a reissue or exchange.
- Exchanges/Reissues from a public fare to a private fare are not permitted.
- Where permitted by the fare rules, VA fares can be exchanged to a fare from any other country of origin or point of sale.

## Rebooking scenarios

	New Fare Calculation - Domestic		
	Revalidation	Reissue	Exchange
Change <b>BEFORE</b> departure	Maintain existing fare and conditions	N/A	<b>Fare components changing –</b> Current fare levels  <b>Fare components not changing</b> Historical fare levels
Change <b>AFTER</b> departure	Maintain existing fare and conditions	<b>Fare components changing –</b> Current fare levels  <b>Fare components not changing –</b> Historical fare levels	N/A

	New Fare Calculation – International		
	Rebooking/ Revalidation	Reissue	Exchange
Change <b>BEFORE</b> departure  Change to first fare component of outbound pricing unit	Historical fare levels and ROE	N/A	Current fare levels and ROE
Change <b>BEFORE</b> departure  Change to subsequent fare components of pricing unit	Historical fare levels and ROE	N/A	Historical fare levels and ROE
Change <b>AFTER</b> departure	Historical fare levels and ROE	Historical fare levels and ROE	N/A

## When is a ticket required to be Revalidated, Reissued or Exchanged?

- **Revalidation** is only permitted when the following conditions are met:
  - Only VA operated flights
  - No change fee is applicable (as per fare conditions)
  - No change to the routing
  - No change to the booked and shopped RBD
  - No change to the fare basis
  - No change to the base fare or tax value

- **Reissue / Exchange** is required where (any one below conditions apply):
  - Change fee is applicable
  - Routing has changed
  - RBD has changed
  - Fare basis has changed

**When an itinerary is presented for revalidation/reissue/exchange with multiple fare types:**

**Domestic travel** - when multiple fare components are present with different fare basis codes, apply the fare rule of the fare component that is being changed. If more than one fare component is being changed apply the most restrictive fare rule.

**International travel** - when multiple fare components are present with different fare basis codes, apply the most restrictive fare rule.

**Domestic Example 1:**

Existing Itinerary	New Itinerary
<ul style="list-style-type: none"><li>• MEL SYD 10MAR22 LITE</li><li>• SYD BNE 15MAR22 CHOICE</li><li>• BNE PER 20MAR22 FLEX</li><li>• PER MEL 25MAR22 FLEX</li></ul>	<ul style="list-style-type: none"><li>• MEL SYD 12MAR22 LITE - changing</li><li>• SYD BNE 15MAR22 CHOICE</li><li>• BNE PER 21MAR22 FLEX - changing</li><li>• PER MEL 26MAR22 FLEX - changing</li></ul> <p><b>Three fare components changing:</b> the most restrictive fare rule LITE applies.</p> <p><b>Outcome:</b> exchange ticket collecting applicable fee's as per LITE fare rules plus additional fare and tax difference.</p>

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## Domestic Example 2:

Existing Itinerary	New Itinerary
MEL SYD 10MAR22 LITE SYD BNE 15MAR22 CHOICE BNE PER 20MAR22 FLEX PER MEL 25MAR22 FLEX	MEL SYD 12MAR22 LITE <b>SYD BNE 15MAR22 CHOICE - changing</b> BNE PER 21MAR22 FLEX PER MEL 26MAR22 FLEX  <b>One fare component changing:</b> the fare rule of CHOICE will apply. <b>Outcome:</b> exchange ticket collecting applicable fee's as per CHOICE fare rules plus additional fare and tax difference.

## International Example 1:

Existing Itinerary	New Itinerary
BNE NAN 10MAR22 LITE NAN BNE 15MAR22 CHOICE	<b>BNE NAN 08MAR22 LITE - changing</b> NAN BNE 15MAR22 CHOICE  <b>Outbound fare component changing 'Before Departure':</b> reprice itinerary using current fares and the most restrictive fare rules for LITE applies. <b>Outcome:</b> exchange ticket collecting applicable fee's as per LITE fare rules plus additional fare and tax difference.

## International Example 2:

Existing Itinerary	New Itinerary
BNE NAN 10MAR22 LITE NAN BNE 15MAR22 CHOICE	BNE NAN 10MAR22 LITE - UNUSED <b>NAN BNE 20MAR22 CHOICE - changing</b>  <b>Inbound fare component changing 'Before Departure':</b> reprice itinerary using historical fares and the most restrictive fare rules for LITE applies. <b>Outcome:</b> reissue ticket collecting any applicable fee's for LITE fare rules plus additional fare and tax difference.

## International Example 3:

Existing Itinerary	New Itinerary
BNE NAN 10MAR22 LITE NAN BNE 15MAR22 CHOICE	BNE NAN 10MAR22 LITE – <b>USED</b> NAN BNE 20MAR22 CHOICE – changing  <b>Inbound fare component changing 'After Departure'</b> : reprice itinerary using historical fares and the most restrictive fare rules for LITE applies. <b>Outcome</b> : reissue ticket collecting applicable fee's for LITE fare rules plus additional fare and tax difference.

## 6.0 Void Guidelines

- Voiding of E-tickets, EMD's, exchanges, reissues or refund transactions are permitted if actioned:
  - On the same day by 2359
  - By city of issue
  - By same issuing office and agent
  - Within the same GDS
  - Within the same IATA agency code
- Post void transaction, reservation must be updated to ensure the itinerary matches the active ticket, or that all unwanted itinerary segments are cancelled.

## 7.0 Cancellation Guidelines

- Cancellations are permitted at any time, please ensure flights are cancelled from the reservation to release inventory as failure to do so will result in a no show and applicable fees.
- Where the fare rules state that a refund of the e-ticket is permitted, cancellation fees may apply and are charged per ticket (plus GST for domestic bookings) at time of cancellation.
- Partial cancellations of round/circle trip journeys will require reassessment from point of origin.
- Cancellation outside fare conditions will result in forfeit of fare.

## 8.0 Refund Guidelines

- Refer to the original fare rule when requesting a refund.
- Before applying for a refund all flight sectors must be cancelled.
- Refunds out of sequence are not permitted and risk receiving an ADM.
- Refund must be processed back to the OFOP.
- Airline fees (YR/OB) are non-refundable.
- Refunds for insurance purposes can only be submitted after applicable travel date.
- If a ticket has been reissued/exchanged, submit the refund request against the most recent ticket.
- The refund request must be submitted and processed within 12 months of the original date of issue.
- Any refund request received outside 12 months of original date of issue are non-refundable and the ticket is considered forfeited.
- Refund or retaining flights in credit of fare and taxes of unused coupons is subject to fare conditions.
- In the event an upgraded fare (i.e. original non-refundable fare has been upgraded to a refundable fare) is subsequently cancelled, the ticket remains non-refundable as per the original fare conditions but is permitted to be held in credit as per new fare conditions **(see below example)**:
- **Domestic:**
  - When multiple fare components are present with different fare basis codes, apply the rule of the fare component that is being cancelled. If more than one fare component is being cancelled apply the most restrictive rule when referring to the credit/refund conditions.
- **International:**
  - When multiple fare components are present with different fare basis codes, apply the most restrictive rule when referring to the credit/refund conditions.

## Domestic Example:

Existing Itinerary
Original date of issue: 01FEB22 MEL SYD 10MAR22 LITE
Ticket exchanged: 01MAR22 MELSYD 15MAR22 FLEX
<b>Guest unable to travel:</b> cancellation conditions of the original LITE fare rule applies. <b>Outcome:</b> non-refundable, but the full value of the ticket can be held in credit as per the upgraded fare conditions of FLEX.

## GDS Automated refunds to be processed for the following:

- Ticket coupon status must be 'OK'.
- All travel must be completed, or any future flights cancelled in the GDS.
- Refunds can only be processed by the same ticketing IATA and GDS as the ticket was issued.
- Completely unused or partially used tickets.
- Waiver code must be present if standard fare rules are not met. This must be approved by VA and is subject to ADM if not used as authorised.

## BSP Link Manual refunds to be processed for the following:

In the rare occasion that a ticket-coupon is not in an OK status but there are valid grounds for a refund the refund cannot be processed via the GDS and must be processed via BSPLink as a manual refund request.

- Prior to an Agent raising a request, an authorisation waiver must be obtained from the VA agent support desk
- When processing manually, cancellation fees are collected on the ticket as a YR tax (Domestic travel includes GST in the total amount that is added to the UO tax on the ticket).
- Please note: VA will apply an administration fee to any BSP link manual refund request which can be processed via the GDS as an automated refund.