

COMMERCIAL POLICY – Customers affected by Cyclone Kirrily



January 2024

Commercial Policy

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| Issue Date | 24/01/2024 v1.1 |
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General Information

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| Intent | This policy applies to any bookings which have been impacted by Cyclone Kirrily. VA will continue to monitor this event waiver and adjust this policy if needed |
| Impacted Travel Dates | Travel dates on & between 24JAN2024 – 28JAN2024 |
| Applicable Documents | <ul style="list-style-type: none">Valid Virgin Australia (795) ticketsValid Virgin Australia EMD'sIssued on or before 24/01/2024 |
| Conditions | <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.For un-ticketed bookings, alternate flights / routings can be rebooked subject to availability and tickets issued in accordance with fare conditions. |

Policy Overview

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| Impacted Cities/Regions | Impacted Ports: Townsville [TSV], Hamilton Island [HTI], Proserpine [PPP] & Mackay [MKY] |
| POS | All |
| Applicable tickets | Valid 795 tickets and EMD's Issued prior to 24/01/2024 |
| Applicable to rebook on | <input checked="" type="checkbox"/> VA Operated Flights <input checked="" type="checkbox"/> VA Marketed Flights operated by Alliance Airlines if travelling to/from MKY or TSV |
| New Travel Dates | Travel must be completed within 10 days of original travel date |
| Re-Book/Change | <p><u>General Conditions</u></p> <ul style="list-style-type: none">Date changes permitted with change fee waived +/- 10 days from original departure date (not applicable to name changes)All other fare rules apply |

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| | <p><u>Same Origin / Destination within +/- 10 days from original departure date.</u></p> <p>Book in same fare class (RBD) as originally ticketed</p> <ul style="list-style-type: none">• Change fee waived• Fare difference waived <p>Book in different fare class (RBD) as originally ticketed [Must be in same cabin]</p> <ul style="list-style-type: none">• Change fee waived• Fare difference waived <p>Note: If the new fare has a lower price than the original ticketed fare, any residual amount will be forfeited. Please process as an even exchange.</p> <p><u>Different Origin / Destination within +/- 10 days from original departure date</u></p> <ul style="list-style-type: none">• Change fee waived• Fare differences payable including Tax differences• Base fare Points and tax differences payable for reroute of Reward Seats |
| Credit | <p><u>General Conditions</u></p> <p>Retain the value of the ticket as credit for 12 months from the original ticket issuance date.</p> <p>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)</p> |
| Refund (to Original Form of Payment – OFOP) | <p><u>Refund option</u></p> <p>As per ticketed terms and conditions (fare rules) for all booking types</p> |
| Policy Exclusions | <p>Fees imposed by suppliers or other third parties e.g. agency services charges, gift cards, insurance etc</p> |
| Waiver Code | <p>BW000266</p> <p>Please ensure this waiver code is added to the endorsement box to avoid ADM</p> |
| Supporting Policy/ Process & Guidelines | <p>All Policies: https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides</p> |