

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

**Void, Cancellation and/or Refunds** applicable to Virgin Australia sectors, fares and ticket stock. Authorised agents are empowered to cancel and refund reservations for Virgin Australia customers, within the parameters of this policy.

This policy governs all authorised agents wishing to complete voids, full or partial cancellations and refunds and is applicable to all Virgin Australia sectors, fares, ancillaries and 795 ticket stock, for all customer reservations.

This policy must be applied in conjunction with all related ticketing policy components and fare/ancillary rules.

## Void Transaction General Restrictions

- › Virgin Australia permits voiding of initial ticket issuance, exchange, reissue or refund transactions.
- › Void must be completed prior to midnight on the same day as the incorrect or unwanted transaction, resulting in document issuance.
- › Void transactions must be completed by the initial ticketing agency within the same Global Distribution System (GDS) and International Air Transport Authority (IATA) Agency Code.
- › Post void transaction, reservation must be updated to ensure that the itinerary matches the active ticket, or that all unwanted itinerary segments are cancelled.

## Voluntary Cancellation General Restrictions

- › Cancellation outside fare conditions will result in forfeit of fare, unless otherwise approved by an authorised Virgin Australia employee.
- › Where a fare does not permit cancellation, agents must follow the change conditions or forfeit the fare.
- › Where applicable, cancellation fees apply per ticket at time of cancellation.
- › Partial cancellations of round/circle trip journeys will require reassessment from point of origin.

## Voluntary Refund Restrictions

- › Refund of tickets validated to Virgin Australia (VA-795) is permitted for unused tickets within 12 months from date of ticket issue. For International travel if travel has commenced, a refund is permitted 12 months from commencement of travel. Beyond this, the ticket document expires and cannot be refunded.
- › In the event an upgraded fare (i.e. original non-refundable fare has been upgraded to a refundable fare) is subsequently cancelled, the base fare of the upgraded ticket remains non-refundable as per the original fare conditions.
- › Refunds out of sequence are not allowed as per IATA standard and will have an ADM issued.
- › Prior to submitting a credit or refund application for insurance purposes, all travel must be completed and all forward flight segments must be cancelled.
- › If agent raises a Refund request via BSP Link, even though the agent is able to auto-process the Refund in the GDS, Virgin Australia will process the Refund request, irrespective of scenario/situation or waiver code and charge an administration fee.
- › If fare component contains two or more fare basis codes most restrictive cancellation rule will apply.
- › Virgin Australia allows a full refund of a deceased customer's un-flown flight. An administrator/executor of the deceased customer's estate must provide sufficient evidence that they are eligible to receive the

funds of the deceased customer's estate and evidence that the customer is deceased. Upon receiving this evidence, the administrator/executor can elect to receive the refund via:

- a) Original form of payment (OFOP) or;
- b) An alternative form of payment (FOP).

## Refunds

### 1. GDS Automated Refunds

Applicable for the following refund types: Ticket coupon status '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.
- › Tickets can be unused or partially used and still active in the GDS.
- › Out of sequence refunds are not permitted in the GDS.
- › A refund request can be reversed via the GDS only on the same day as the refund has been processed.
- › Any waiver code must be added to the Airline Authority/Waiver code box on the refund.
- › All refunds must be processed back to the original form of payment (OFOP).
- › Where multiple FOPs apply, each FOP must be grouped, and totals returned to OFOP in multiple form of payment refund transaction.
- › Airline fees (YR, OB) are non-refundable fees.
- › Ancillary EMD-As can be refundable, or non-refundable, depending on the rules of the ancillary of fee. Please refer to the EMD-A Travel agent guide.

GDS Automated Refunds can take up to 10 working days or may take longer during peak periods or major disruptions.

### 2. BSP Link Manual Refunds

Applicable for the following refund types: Refunds unable to be submitted automatically via the GDS  
Authorised refunds with ticket coupon status not 'OK'  
For airline reissued tickets  
System limitations

- › All travel must be completed, or any future flights cancelled in the GDS.
- › Refunds which cannot be processed via the GDS Automated Refund process need to be submitted via [BSP Link](#).
- › Virgin Australia does not charge an Administration Fee for BSP Link Manual Refunds, except an administration fee will apply for refunds, which can be processed via the GDS as an Automated Refund.
- › Any waiver code must be added to the Airline Authority/Waiver code box on the refund.
- › The Refund should be submitted against the ticket number of the last ticket issued.

*BSP Link Refunds can take up to 21 days or may take longer during peak periods or major disruptions.*