



## Important Update Regarding Flexibility for International Guest Bookings

Virgin Australia is closely monitoring the changing COVID-19 situation which has seen an impact on consumer demand.

To encourage our guests to keep travelling as well as provide peace of mind, Virgin Australia would like to advise agents that guests with new or existing international bookings for travel from 10 March through to 30 June 2020 have the option to change their flight to a later date or destination without incurring any changes fees.

Should the guest wish to change their travel date or destination, agents have up until the day before departure to reissue the ticket to another date within system range.

*Please note guests will still be required to pay any fare difference or applicable taxes should the same booking class/fare not be available on the date they wish to rebook.*

Please refer to the [COVID-19 Commercial Policy](#) on the Virgin Australia Agency Hub for more information.

This is a difficult time for our industry and we appreciate your continuous support. Let's get our customers confident and excited



about travelling again!

## Where do I go for more information?

For more information, please contact  
your Virgin Australia Industry  
Account Manager or the Virgin  
Australia Industry Support team.