



TRADE RELEASE

06 April 2020

Important Update to 'No Show' Conditions

Virgin Australia would like to advise agents that we are updating our 'no show' conditions to permit any guest who 'no shows' for a Virgin Australia flight up until 11.59pm on 8 April 2020 to request to have the value of their ticket placed into credit. All guests travelling from 9 April 2020 onwards that 'no show' will be subject to the original rules/conditions of the fare they purchased.

To avoid your customers incurring this penalty from 9 April 2020 onwards, please ensure you contact your customers **prior** to their departure date to ascertain whether they still wish to travel. For guests who no longer wish to travel, please cancel the booking and follow the conditions stipulated in the [COVID-19 Commercial Policy](#) for future travel.

Virgin Australia appreciates your assistance to ensure guests reconfirm or cancel their booking ahead of their departure date.

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