

COVID-19 POLICY FOR USA AGENTS

ISSUED 9 April 2020



COVID-19 Policy for USA Agents

This policy describes our handling of Guests potentially affected by the worldwide COVID-19 outbreak. As a result, Virgin Australia has issued waiver code **BW000170**. This code may be used to waive change fees and issue credits for those affected who subsequently need to change their travel plans. The waiver code is valid for any guests holding a valid Virgin Australia (795) ticket stock.

CHANGE TYPE	› NEW policy for tickets issued in the USA, this policy supersedes the previously distributed COVID-19 Policy dated 6 April 2020.
APPLICABLE TICKETS	› Applicable for tickets issued on or before 18 th March 2020 issued on 795 ticket stock
DATE OF IMPACTED TRAVEL	› 10 March 2020 – 30 June 2020
APPLICABLE JOURNEYS	› Applicable for all journeys with tickets issued from the USA

Policy Information

Virgin Australia will waive reissue fees and change fees and travel agents may rebook and reissue tickets provided the below guidelines are met and applied:

- › Travel has not yet commenced on the affected flight segment.
- › The first departure flight is more than 3 hours away.
- › The guest has not checked-in; if checked-in, the agent may contact the Virgin Australia Industry Support team for assistance.
- › Only one change is permitted under this Policy (Dated 09th April 2020) without a change fee.
- › Tickets can only be reissued by the agency that originally issued the ticket
- › Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection or administrative fees

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CHANGES	<p>If new travel originates 15 June 2020 - 27 May 2021</p> <ul style="list-style-type: none">› Rebook permitted in same class of service as originally ticketed<ul style="list-style-type: none">○ Fare differences and change fee will be waived provided the ticket is reissued on/before 27 May 2021○ When booking in same class, all details of the original ticket to be shown on the new ticket including fare basis and fare calculation.○ Any subsequent changes made after the ticket is reissued outside of this period will be subject to the rules and conditions of the original ticketed fare purchased.› If same class is not available, rebook in new class of service. Any difference in fare between original ticket and the new ticket must be collected, change fee will be waived<ul style="list-style-type: none">○ Any subsequent changes made after the ticket is reissued will be subject to the rules and conditions of the ticketed fare purchased <p>Changes to Origin/Destination</p> <ul style="list-style-type: none">› Changes to origin and destination are permitted, subject to collection of the fare difference of the new itinerary› Change fee may be waived provided ticket is reissued within policy guidelines <p>Minimum/Maximum Stay Requirements</p> <ul style="list-style-type: none">› When a change to the outbound travel occurs, the unaffected return date may be changed to protect the original length of the trip.› The return travel must be booked in the original class of service› Change fee may be waived provided ticket is reissued within policy guidelines
UNUSED TICKETS	<p>If customers are unable to rebook or reissue their ticket within the given timeline, they can cancel their reservation and use the value of the ticket toward the purchase of a new ticket for a period of one year from the date of original issuance</p> <ul style="list-style-type: none">› Change fee is waived› Customers who have commenced their journey are entitled to a partial credit of the impacted sector/s
REFUNDS	<p>If the above alternative options are not suitable, customers may be provided with a refund.</p> <ul style="list-style-type: none">› Customers who have commenced their journey are entitled to a refund of the impacted sector/s.› Customers who have not commenced their journey are entitled to a full refund. Refund applications can be submitted through BSP Link / ARC referencing the blanket waiver to waive any refunds no later than 3 months of the date of this policy› Please note this excludes fees imposed by suppliers or other third parties.