



TRADE RELEASE

22 May 2020

Important Update for Agents Regarding Credits and Refunds

Because Virgin Australia Airlines, Virgin Australia International Airlines, Virgin Australia Regional Airlines, Tigerair Australia (the Virgin Australia Group entities) are in voluntary administration, we previously advised of a change to the refund and credit process whilst we waited further direction from the administrators.

We are pleased to advise that the administrator has been granted approval by the Federal Court to offer a conditional credit for impacted customers that can be used during the period of administration. The conditional credit will apply for all tickets issued before the Virgin Australia Group entities entered voluntary administration (on or before 20 April 2020), and where the ticket was cancelled by the airline or the guest.

The conditional credit provides an option for impacted customers that is above what they would ordinarily be entitled to during the administration process.

We have developed a list of [Q&A's](#) and have created a [Conditional Credit Policy](#) to assist you with understanding if your customers are eligible for a conditional credit and how it needs to be applied.

Further information about the administration process including the rights of customers during this process and how to contact the administrator is available on the administrator's [website](#).

Outstanding Refund Requests Processed via BSP Link, ARC or ASD

If you have previously submitted a request for refund through BSP Link and have not received a refund and believe your request to be deemed a conditional credit you will need to recall your refund application (Delete) and advise your customer that a conditional credit has been applied to their unused ticket.

Due to the large volume of requests, recalling your refund will provide you the opportunity to contact your customer in a timely manner, thus allowing them the best opportunity to redeem the conditional credit within the policy timeframe.

ARC and ASD agents who have submitted refund requests should determine if their customer is eligible for a conditional credit and advise their customer as soon as possible. All refund requests submitted and identified as conditional credits will be rejected by Virgin Australia but due to the large volume of requests, reject notifications from us may be delayed.

Because the conditional credit is for use during the period of the administration, it is important that you advise your customers of the status and the terms and conditions of the conditional credit at the first opportunity so that they can contact you to make a new booking if they want to travel.

Changes to Other Commercial Policies - COVID-19 Bookings

Due to the changes in our policy relating to credits and refunds, we have amended our [COVID-19 Commercial Policy](#) which now includes guidelines for tickets that are eligible for the conditional credit (issued on or before 20 April 2020), as well as tickets that are eligible for a normal travel credit or refund (issued on or after 21 April 2020). The [Change Fee Waiver for New International and Domestic Bookings Policy](#) has also been amended to assist you.

All of our Commercial policies are now available on the Virgin Australia Agency Hub.

Virgin Australia continues to operate a reduced schedule to transport essential workers, cargo, and bring Aussies home. We're also following COVID-19 safe practices onboard and at the airport, with further information

available [here](#). We thank you for your assistance and support during this time.

Where do I go for more information?

For further updates or more information, please contact our Virgin Australia Industry Support team on 136 737 or visit the Agency Hub to locate your local number by clicking [here](#). Alternatively, please email Virgin Australia Industry Support at va.agentshelpdesk@virginaustralia.com

