

COMMERCIAL POLICY – Customers affected by Cyclone Jasper



DECEMBER 2023

Commercial Policy

Issue Date	18/12/2023
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General Information

Intent	This policy applies to all flights in and out of Cairns affected by Cyclone Jasper
Impacted Travel Dates	<ul style="list-style-type: none">• Travel date from 12 December 2023• Travel date through (including) 24 December 2023

Policy Overview

Impacted Cities/Regions	All flights in and out of Cairns affected by Cyclone Jasper
Applicable tickets	Valid 795 tickets and EMD's Issued for travel between 12 December 2023 – 24 December 2023 (inclusive)
Applicable to rebook on	<input checked="" type="checkbox"/> VA Operated Flights <input checked="" type="checkbox"/> VA Marketed Flights
Re-Book/Change	<p>Must be changed before 24 December 2023 or before flight date, whichever occurs first.</p> <p>Guest may Rebook to another service (with change fees waived):</p> <ul style="list-style-type: none">• to the <u>same destination / same cabin</u> for travel no later than 14 days from original travel date. No Fare differences to be charged. This also applies to bookings made on or before 20 April 2020 or made with FFCs. Please call the Virgin Industry Support team for rebooking these flights.• to a <u>different</u> destination for travel no later than 14 days from original travel date. Fare differences are to be paid for by guest . This also applies to bookings made on or before 20 April 2020 or made with FFCs. Please call the Virgin Industry Support team for rebooking these flights.
Credit	<p>Must be cancelled before 24 December 2023 or before flight date, whichever occurs first.</p> <p>* Retain the value of the ticket as credit for 12 months from the original ticket issuance date.</p> <p>* Bookings made on or before 20 April 2020 or made with FFCs can only be rebooked for travel on or before 31 December 2023.</p>

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	<p>Note: Partial Credits only apply if fare rules permit and coupons are in sequence (i.e. guests unable to cancel the outbound flight and take the inbound flight).</p>
Refund (to Original Form of Payment – OFOP)	<p>Must be cancelled before 24 December 2023 or before flight date, whichever occurs first.</p> <p>Refund option: As per ticketed terms and conditions</p>
No Show	Not eligible for above options if customer no-shows on their booked flight.
Waiver Code	BW000264
Supporting Policy/ Process & Guidelines	All Policies: https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides