

VANUATU DELAY TO FLIGHT RESUMPTION COMMERCIAL POLICY

All Bookings v1

Commercial Policy

Issue Date	8 March 2023
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General Information

Intent	Due to the current emergency declaration in Vanuatu, Virgin Australia has delayed it's planned resumption of services from 10 March 2023 to 31 March 2023. This policy describes our handling of Guests affected by this delay.
Impacted Travel Dates	Travel date from: 10 March 2023 Travel date through (Including): 30 March 2023
Applicable Documents	<ul style="list-style-type: none"> Valid Virgin Australia (795) tickets Valid Virgin Australia EMD's
Applicable Bookings	<p>This policy applies to:</p> <ul style="list-style-type: none"> All Ticketed Revenue bookings irrespective of booking channel and form of payment.

Policy Overview

Impacted Cities/Regions	Flights between BNE and VLI
Applicable Tickets	Valid 795 tickets and EMD's Issued prior to 08/03/2023
Impacted Travel Dates	10 March 2023 - 30 March 2023
Applicable to rebook on	<input checked="" type="checkbox"/> VA Operated Flights <input checked="" type="checkbox"/> VA Marketed Flights
Change	<p>General Conditions</p> <p>Guest may Rebook to another service (with change fees waived - not applicable to name changes)</p> <p>Same Origin / Destination</p> <ul style="list-style-type: none"> Change fee waived Rebook for travel no later than 60 days from original travel date. No Fare differences to be charged. Note: if the new fare is lower than the original ticketed fare, any residual will be forfeited. Please process as an even exchange. All flight changes need to be actioned (reissued) prior to travel.



	<ul style="list-style-type: none"> All other rules and conditions of the ticket remain unchanged. Once a ticket has been reissued using this authority, subsequent changes are subject to fare rules and conditions (unless covered by this or another commercial policy). <p>Different Origin / Destination</p> <ul style="list-style-type: none"> Change fee waived Fare differences payable including Tax differences All flight changes need to be actioned (reissued) prior to travel. All other rules and conditions of the ticket remain unchanged. Once a ticket has been reissued using this authority, subsequent changes are subject to fare rules and conditions (unless covered by this or another commercial policy). <p>Note: *Where the form of payment was a Future Flight credit, the new flights must be booked in U or D class (Travel Agents will need to call the VA Helpdesk if U class is not available and then perform an even exchange)</p>
Credit	<p>A credit may be issued with cancel fee waived in the form of unused ticket</p> <ul style="list-style-type: none"> Credit held on ticket for Industry/Trade bookings: Retain the value of the ticket as credit for 12 months from the original ticket issuance date. <p>For tickets* issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice:</p> <ul style="list-style-type: none"> Credits are to be treated as per Future Flight Credit Policy
Refund (to original form of payment - OFOP)	<p>A refund is permissible to original form of payment with refund fee waived for any unutilised portion of the airfare.</p> <p>Credit Card surcharges and non-refundable taxes or taxes associated to utilised portion of the journey remain non-refundable.</p> <p>For tickets* issued before 21 April 2020 (and any subsequent re-issues thereof) until further notice:</p> <ul style="list-style-type: none"> refunds to OFOP are prohibited. refer to Future Flight Credit Policy for use of credit.
No Show	Flights no longer required must be cancelled prior to scheduled departure.
Policy Exclusions	Fees imposed by suppliers or other third parties E.G., agency services charges, gift cards, insurance etc
Waiver Code	BW000250 applies to all bookings
Supporting Policy	All Policies: https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides

