

Overview

Virgin Australia allows Travel Agents to apply for a refund for a deceased guest on all fare types, however specific documentation is required.

Necessary documentation for deceased guest refunds is determined by the value of the deceased guest's fare.

Documentation Requirements

- In all cases, one of the below proof of death documentation:
 - Bereavement Certificate (in the form of a Death Certificate);
or
 - A letter or invoice from the Funeral Home or Crematorium (on legitimate letterhead); or
 - A copy of the official Newspaper Funeral Notice.
- A Declaration -This declaration is required for all refund requests, regardless of value.

[Declaration - Has an Executor or Administrator](#)

[Declaration - Has no Executor or Administrator](#)

- A Grant of Probate/Grant of Letters of Administration.
 - *If the fare is a value of less than \$600 we can accept the declaration in replacement for a Grant of Probate/Grant of Letters of Administration.*
 - *If the fare is a value of \$600 or more we must have either a Grant of Probate or Grant of Letters of Administration.*



Travel Agent Actions

- Travel Agents are to advise guests of the documentation requirements should they not already be aware.
- Travel Agents are to obtain all documentation required and send it through to VA Help Desk to obtain the required waiver to be able to proceed with the refund.
- Once the waiver is approved and sent back to the Travel Agent, they can then submit the ticket for a refund, ensuring the provided waiver code is added to the refund request.

