

## Virgin Australia’s Payment Surcharge Policy for bookings made via the Global Distribution System

Virgin Australia (VA) applies a payment surcharge to bookings which are paid for by debit or credit card (Payment Surcharge). The Payment Surcharge applies to tickets issued in Australia and New Zealand on Virgin Australia 795 ticket stock which includes at least one VA coded sector. This policy refers specifically to bookings made via the Global Distribution System (GDS).

### Frequently Asked Questions

**Q. Why does Virgin Australia apply a Payment Surcharge?**

**A.** For tickets issued in Australia, the Payment Surcharge for credit and debit cards are calculated by reference to the Reserve Bank of Australia card payment guidelines to recover VA’s cost of accepting those payment types. Virgin Australia offers guests alternative payment methods that do not attract the payment surcharge.

**Q. What is the OB Ticket Fee?**

**A.** The OB ticketing fee is a standard ticketing fee, dedicated to the automatic collection of fees such as payment-related fees.

**Q. What are the fee levels for the Payment Surcharge?**

**A.** The applicable fee levels are highlighted below and are applied on a per passenger, per ticket basis:

Payment Method	Card Type	Point of Sale	Market	Revised Rate as of 5 <sup>th</sup> October
MasterCard	Credit	Australia	All	1.27%*
	Debit	Australia	All	0.61%*
Visa	Credit	Australia	All	0.98%*
	Debit	Australia	All	0.53%*
Amex	Credit	Australia	All	0.98%*
Diners / Discover	Credit	Australia	All	1.27%*
UATP	Credit	Australia	All	1.75%*
Cards	All	Fiji	All	FJ\$10.00 flat charge per passenger, per ticket
		Indonesia	All	Rp110,000 flat charge per passenger, per ticket
		Japan	All	JPY1000 flat charge per passenger, per ticket
		New Zealand	All	NZ\$10.00 flat charge per passenger, per ticket
		Samoa	All	WS25 flat charge per passenger, per ticket
		Vanuatu	All	VT950 flat charge per passenger, per ticket

\*Percentage of the total fare including tax

**Q. Which alternative forms of payment are available (which do not attract a Payment Surcharge)?**

**A.** Payment options include:

- IATA Billing and Settlement Plan (BSP) Cash

**Q. Are there any tickets that are exempt from the OB Ticket fee?**

**A.** Infant tickets do incur these fees, for tickets issued in Australia or any other Point of Sale.

**Q. Are EMDs exempt from the OB Ticket fee?**

**A.** Yes. EMD-S and EMD-A are exempt from the fee.

**Q. Does the OB Ticket fee apply in all markets?**

**A.** Yes. The fee is applicable on all Virgin Australia 795 ticket stock issued in Australia or New Zealand that includes at least one VA coded sector.

**Q. Is the OB Ticket Fee refundable?**

**A.** No. In accordance with IATA standards the OB Ticket Fee is non-refundable because it is consumed at issuance when the payment transaction is completed.

**Q. Does the OB Ticket fee apply for reissued tickets?**

**A.** Yes. In accordance with IATA standards, the fee applies to all tickets issued in Australian dollars. For any ticket issued in New Zealand dollars this fee does not apply.

**Q. Following the implementation of the OB Ticket Fee for the collection of the payment surcharge, will YR still be used for other charges?**

**A.** Yes. YR will continue to be used to collect other charges such as change fees.

**Q. Does the OB Ticket Fee appear on the ticket?**

**A.** The fee does not appear on the ticket but is included in the passenger itinerary receipt. The OB Ticket Fee is added to the final ticket price including taxes and fees.

**Q. Is the OB Ticket fee commissionable?**

**A.** No. The fee is non-commissionable (as with other taxes and fees).

**Q. What happens if the OB Ticket Fee is manually changed or deleted when the form of payment is debit or credit card?**

**A.** This will be subject to our sales audit process, and an ADM may be issued for the amount of the fee plus an administrative fee.

## **Where do I go for more information?**

For further details or assistance with entries, please refer to your GDS provider or the below websites:

- Sabre: <http://agencyeservices.sabre.com>
- Amadeus: <https://mye-supportcentre.amadeus.com>
- Travelport: <http://www.ask-travelport.com>