



Assisting Regional Express Airlines (REX) Passengers

Virgin Australia Trade Release

Virgin Australia is supporting passengers impacted by the suspension of Rex's 737 jet operations by offering a free of charge rebooking on an equivalent Virgin Australia service.

For any affected passengers you have booked who are due to travel in the next 48 hours, please call through to the Virgin Australia Agency Helpdesk on 13 67 37. For all other affected passengers, please complete the **Rex Rebooking Request Form** on the Virgin Australia website to process a rebooking request. Please read the terms and conditions before completing the form on behalf of your client.

Once the Rex booking has been validated, Virgin Australia will process the rebooking within 72 hours. Eligible passengers will be re-accommodated on flights as close as practicable to their original time of travel.

Rex passengers with bookings on the following routes will be eligible for this offer:

- Sydney to Brisbane, Melbourne, Gold Coast and Adelaide
- Melbourne to Brisbane, Hobart, Perth, Canberra, Gold Coast and Adelaide
- Adelaide to Brisbane, Perth
- Brisbane to Cairns

For more information, please contact the Virgin Australia Agents Helpdesk on 13 67 37.

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Please add trade.release@e.virginaustralia.com to your address book.

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