Virgin Australia Voluntary Reissue and Converting Currency Guidelines

Virgin Australia's guidelines for a voluntary reissue apply to bookings made via the Global Distribution System (GDS).

A change in the point of origin is only permitted within the fare rules. The initial starting point of the journey may be changed and a collection in a currency other than that of the country of issue can apply.

Please use the examples provided below to assist you when changing the point of origin for a voluntary reissue on a fully unused or partially flown ticket. Please refer to the GDS for fare rules/RBD/routing conditions.

Booking Examples

Scenario 1:

- ꙮ Original ticket issued in Australia for journey commencing outside Australia
- ꙮ AKL – SYD – AKL *local currency fare NZD
- ꙮ The new journey is commencing inside Australia and is a domestic only itinerary
- ꙮ BNE – MEL – BNE *local currency fare AUD
- ꙮ Ticket will be reissued in Australia

The ticket was issued in Australia in AUD (NZD converted to AUD). The customer wishes to re-route before departure. The new journey now commences inside Australia. The ticket will be reissued in Australia and the fare difference needs to be collected in AUD.

1. Compare original and new fare in the currency of the new country of commencement (point of origin)
2. Use current BSR as on the date of ticket reissue

Old itinerary: AKL VA SYD VA AKL
New itinerary: BNE VA MEL VA BNE

Original Fare:	**NZD 350** *NZD converted to AUD at current BSR (date of issue) (1AUD = 1.0325NZD) = **AUD 339**
New Fare:	**AUD 385**	
	New fare:	**AUD 385**
Adcol:	Old fare:	**AUD 339**
	Adcol	**AUD 46** - *fare difference plus any change fees/surcharges/taxes*

Scenario 2:

- ꙮ Original ticket issued inside Australia for journey commencing outside Australia
- ꙮ POM – BNE – POM *local currency fare PGK
- ꙮ The new journey is commencing inside Australia after the outbound flight POM – BNE has been used
- ꙮ SYD – PER *local currency fare AUD
- ꙮ Ticket will be reissued in Australia

The ticket was issued in Australia in AUD (PGK converted to AUD). The customer travelled POM - BNE and wishes to re-route the inbound flight prior to departure. The new journey now commences inside Australia. The ticket will be reissued in Australia and the fare difference needs to be collected in AUD.

1. Compare original and new fare in the currency of the new country of commencement (point of origin)
2. Convert the fare difference using the BSR where the ticket is being reissued
3. Use current BSR as on the date of ticket reissue

Old itinerary: POM VA BNE VA POM
New itinerary: (POM VA BNE has been used) // SYD VA PER

Original Fare:	**PGK 578** *PGK converted to AUD at current BSR (date of issue) (1AUD = 1.858PGK) = **AUD 311**	
	PGK 930 *Recalculate the fare from the point of origin, using historical fares	
	*Convert PGK to AUD at current **BSR*** (1AUD = 1.986PGK) = **AUD 468**	
New Fare:		
	New fare: **AUD 468**	
Adcol:	Old fare: **AUD 311**	
	Adcol **AUD 157**	*- fare difference plus any change fees/surcharges/taxes*

Frequently Asked Questions

Q. Which currency converter do I use?
A. Use the current BSR (banker's selling rate) applicable on the day of reissue.

Q. Can the Guest Contact Centre (GCC) or Industry Support Team reissue GDS tickets on behalf of the Trade when the base currency is changing?
A. No, only travel agents using a GDS can reroute a ticket and change the Point of Origin and base currency. Our reservation system currently doesn't support the ability to reissue tickets changing the Point of Origin and base currency.

Q. In which currency can I process a refund (if applicable)?
A. Refunds can only be processed in the currency of the original ticket and to the original form of payment.

Useful Abbreviations/Definitions

> **BSR** = Banker's Selling Rate – weekly exchange rate used to calculate local currency fare to currency of sale (departure point is outside of the country of ticket issuance).

> **Point of Origin** = The initial starting place of a journey as shown in the ticket.

> **RBD** = Reservations Booking Designator – code used in reservations transactions to identify a compartment on an aircraft and/or special inventory control.

› **RTG** = Routing structure showing how a passenger may travel to be eligible for a fare.

› **Exchange** = Taking the value of a totally unused ticket and exchanging it directly towards a completely new ticket using present fares and associated rules and conditions.

› **Rebooking** = change of reservation and/or other changes which do not require a ticket reissue or exchange.

› **Reissue** = Taking a partially used ticket and re-assessing the fare for a revised routing based on fares, associated rules and conditions that were applicable at the time of original ticket issuance. Exemption: A totally unused ticket will be assessed as a reissue when there are no changes being made to the carrier, flight, date, cabin or sector of the first flight coupon (original fare and ROE will be the same as on the date of original issue).

› **Rerouting** = change of routing and/or other changes which require a ticket reissue or exchange.

› **Upgrading** = change from original paid fare to higher fare.