

## Commercial Policy

Issue Date	4 October 2024
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## General Information

Intent	This policy applies to any ticketed bookings which have been impacted by the IT issue causing <b>Virgin Australia marketed/Singapore Airline operated flights to be cancelled.</b> VA will continue to monitor this event waiver and adjust this policy if needed
Impacted Travel Dates	Travel dates on & between 8 October 24 to System Range
Applicable Documents	<ul style="list-style-type: none"> <li>Valid Virgin Australia (795) tickets</li> <li>Issued on or before 4 October 2024</li> </ul>
Applicable Bookings	This policy applies to: <ul style="list-style-type: none"> <li>All Ticketed Revenue bookings irrespective of booking channel and form of payment.</li> </ul>
Conditions	<p>Impacted Ports: All ports where Virgin Australia Marketed, Singapore Operated flights operate to and from.</p> <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>All other rules and conditions of the ticket remain unchanged</li> <li>Changes outside of this policy are subject to the reissue rules of the ticketed fare (unless stated below). This includes any applicable fare differences or fees / taxes.</li> <li>For un-ticketed bookings, alternate flights / routings can be rebooked subject to availability and tickets issued in accordance with fare conditions.</li> </ul>

## Policy Overview

Impacted Cities/ Regions	Impacted Ports: All ports where Virgin Australia Marketed, Singapore Operated flights operate to and from.
Point of Sale	All
Applicable tickets	Valid 795 tickets Issued prior to 4 October 2024
Impacted Travel Dates	Travel dates on & between 8 October 24 to System Range
Applicable to rebook on	<input checked="" type="checkbox"/> VA Operated Flights when issued as a connecting service to/from a VA Marketed/SQ operated flight <input checked="" type="checkbox"/> VA Marketed Flights operated by Singapore Airlines <input checked="" type="checkbox"/> SQ Marketed Flights operated by Singapore Airlines
Re-Book/ Change	<p><b>*General Conditions</b></p> <ul style="list-style-type: none"> <li>Rebook on same Origin and Destination +/-3 days for original departure date</li> <li>All other fare rules apply</li> </ul> <p><u>Same Origin / Destination +/-3 days from original departure date</u>  Rebook in same fare class (RBD) as originally ticketed</p> <ul style="list-style-type: none"> <li>Change fee waived</li> <li>Original fare construction to be carried across to the new ticket</li> </ul> <p>Rebook in different fare class (RBD) as originally ticketed</p> <p><b>Use the lowest available RBD in the SAME CABIN</b></p> <ul style="list-style-type: none"> <li>Change fee waived</li> <li>Original fare construction to be carried across to the new ticket</li> </ul>



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Virgin Australia marketed Singapore Airline operated flight cancellation  
October 2024



	<b>Please note if direct flights are not available, required guests can reroute using another AU gateway connecting with a VA operated flight as long as original origin and destination is maintained. i.e. original itinerary – SYD SQ SIN new itinerary SYD VA MEL SQ SIN</b>
Policy Exclusions	Fees imposed by suppliers or other third parties e.g. agency services charges, gift cards, insurance etc
Waiver Code	<b>BW000274</b> applies to all indirect bookings. Please ensure this waiver code is added to the endorsement box to avoid ADM

