

# INTERIM EMERGENCY COMMERCIAL POLICY

## Cyclone Alfred

ALL BOOKINGS TRAVELLING TO BRISBANE, GOLD  
COAST, BALLINA, MAROOCHYDORE AND BUNDABERG  
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### Commercial Policy

Issue Date	7/03/2025
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### General Information

Intent	This policy applies to any bookings which may have been impacted by Cyclone Alfred. VA will continue to monitor this event waiver and adjust this policy if needed
Impacted Travel Dates	Travel dates on & between 04/03/2025 & 16/03/2025 inclusive
Applicable Documents	<ul style="list-style-type: none"> <li>Valid Virgin Australia (795) tickets</li> <li>Valid Virgin Australia EMD's</li> <li>Issued on or before 07/03/2025</li> </ul>
Applicable Bookings	<p>This policy applies to:</p> <ul style="list-style-type: none"> <li>All Ticketed Revenue bookings irrespective of booking channel and form of payment.</li> <li>All Ancillaries (excluding carbon offset, payment surcharge and service fee)</li> </ul>
Conditions	<p>IMPACTED PORTS: Ballina Airport, Gold Coast Airport, Brisbane Airport, Sunshine Coast airport, Bundaberg airport (BNK, OOL, BNE, MCY, BDB)</p> <p>Voluntary change or cancellation requests where sale date occurs on or prior to 07/03/2025 and travel is on &amp; between 04/03/2025 &amp; 16/03/2025 inclusive</p> <ul style="list-style-type: none"> <li>Guest can rebook to another Virgin Australia operated flight (subject to below change/rebook conditions) *</li> <li>Guest can cancel (to travel credit) with cancellation fee waived (subject to below credit conditions) ^</li> </ul> <p>This policy will only apply where the guest chooses to take proactive action on their booking where VA has not delayed or cancelled the flight. If VA has delayed or cancelled the guest's flight, the guest should be offered the options in the Guest Compensation Policy.</p> <p>NOTES:</p> <ul style="list-style-type: none"> <li>Flights and any Ancillaries no longer required by Guest must be cancelled prior to scheduled departure.</li> <li>All other rules and conditions of the ticket remain unchanged except for the ticket validity when the travel date criteria are met.</li> </ul>

	<ul style="list-style-type: none"> <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>
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## Policy Overview

Impacted Cities / Regions	IMPACTED PORTS: Ballina airport, Gold Coast airport, Brisbane airport, Sunshine Coast airport, Bundaberg airport (BNK, OOL, BNE, MCY, BDB)
POS	All
Applicable tickets	Valid 795 tickets and EMD's Issued prior to 07/03/2025
Impacted Travel Dates	On & between 04/03/2025 & 16/03/2025 inclusive
Applicable to rebook on	<input checked="" type="checkbox"/> VA Operated Flights <input checked="" type="checkbox"/> VA Marketed Flights operated by another airline partner
New Travel Dates	Travel must be completed within +/-14 days from original departure date
Re-Book	<u>General Conditions</u> <ul style="list-style-type: none"> <li>• Date changes permitted with change fee waived +/- 14 days from original departure date (not applicable to name changes)</li> <li>• All other fare rules apply</li> </ul>
Re-Book / Change VA operated and marketed flights	<p>If your original flight was operated and marketed by Virgin Australia the below rebooking conditions apply:</p> <p><u>Same Origin / Destination within +/- 14 days from original departure date.</u> Book in same fare class (RBD) as originally ticketed</p> <ul style="list-style-type: none"> <li>• Change fee waived</li> <li>• Fare difference waived</li> <li>• Same or lowest available fare class (RBD) can be used in the same cabin</li> </ul> <p><u>Same Origin / Destination within +/- 14 days from original departure date/ return date</u> Book in a different fare class (RBD) as originally ticketed in the same cabin</p> <ul style="list-style-type: none"> <li>• Change fee waived</li> <li>• Fare difference waived</li> </ul> <p>Note: If the new fare is lower than the original ticketed fare, any residual amount will be forfeited</p>
Re-Book / Change Airline partner operated /	<p>If your original flight was operated by another Airline partner but marketed by Virgin Australia the booking rebooking conditions apply:</p> <p><u>Same Origin / Destination within +/- 14 days from original departure date.</u></p> <ul style="list-style-type: none"> <li>• Change fee waived</li> </ul>

<p>V A m a r k e t e d f l i g h t s</p>	<ul style="list-style-type: none"> <li>Any fare and tax difference must be collected</li> </ul> <p>Note: If the new fare is lower than the original ticketed fare, any residual amount will be forfeited</p>
<p>^ C r e d i t</p>	<p><u>General Conditions</u> A credit may be issued for any unflown sector and ancillary with cancellation fee waived in the form of unused ticket*</p> <p>Retain the value of the ticket as credit for 12 months from the original ticket issuance date.</p> <p>Note: partial credits only apply if the fare rules permit and the ticket coupons are in sequence (i.e. guests unable to cancel the outbound flight and wish to take the inbound flight)</p>
<p>P o l i c y E x c l u s i o n s</p>	<p>Fees imposed by suppliers or other third parties E.G. agency services charges, gift cards, insurance etc</p>
<p>W a i v e r   C o d e</p>	<p><b>BW000285</b> applies to all indirect bookings. Please ensure this waiver code is added to the endorsement box to avoid ADM</p>
<p>S u p p o r t i n g P o l i c y / P r o c e s s &amp; G u i d e l i n e s</p>	<p>All Policies: <a href="https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides">https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides</a></p>