

COMMERCIAL POLICY – Bali Ash Cloud caused by Mount Lewotobi eruption in Indonesia



November 2024

Commercial Policy

Issue Date	13NOV024
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General Information

Intent	<p>This policy applies to any bookings which have been impacted by Bali Ash Cloud caused by the Mount Lewotobi eruption in Indonesia.</p> <p>VA will continue to monitor this event waiver and adjust this policy if needed.</p>
Impacted Travel Dates	Travel dates on & between 13NOV2024 – 16NOV2024
Applicable Documents	<ul style="list-style-type: none">Valid Virgin Australia (795) ticketsValid Virgin Australia EMD'sIssued on or before 12NOV2024
Conditions	<p>Impacted Ports: Denpasar Bali [DPS]</p> <p>Change or cancellation requests at the guest's choice where sale date occurs on or prior to 12NOV2024 and travel is on & between 13NOV2024 – 16NOV2024</p> <ul style="list-style-type: none">Guest can rebook to another Virgin Australia operated flight (subject to below change/rebook conditions)Guest can cancel (to travel credit) with cancellation fee waived (subject to below credit conditions)Guest can cancel (refund to OFOP) with cancellation fee waived (subject to below refund conditions) <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">Flights and any Ancillaries no longer required by Guest must be cancelled prior to scheduled departure.All other rules and conditions of the ticket remain unchanged except for the ticket validity when the travel date criteria are met.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.For un-ticketed bookings, alternate flights / routings can be rebooked subject to availability and tickets issued in accordance with fare conditions.

Policy Overview

Impacted Cities/Regions	Impacted Ports: Denpasar Bali [DPS]
POS	All
Applicable tickets	Valid 795 tickets and EMD's Issued prior to 13NOV024

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Applicable to rebook on	<input checked="" type="checkbox"/> VA Operated Flights <input checked="" type="checkbox"/> VA Marketed Flights operated by Alliance Airlines if travelling to/from MKY or TSV to DPS
New Travel Dates	Travel must be completed within 14 days of the original travel date
Re-Book / Change	<p><u>General Conditions</u></p> <ul style="list-style-type: none"> • Date changes permitted with change fee waived +/- 14 days from original departure date (not applicable to name changes) • All other fare rules apply <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"> • Change fee waived • Fare difference waived <p>Book in different fare class (RBD) as originally ticketed [Must be in same cabin]</p> <ul style="list-style-type: none"> • Change fee waived • Fare difference waived <p>Note: If the new fare has a lower price than the original ticketed fare, any residual amount will be forfeited. Please process as an even exchange.</p> <p><u>Different Origin / Destination within +/- 14 days from original departure date</u></p> <ul style="list-style-type: none"> • Change fee waived • Fare differences payable including Tax differences
Credit	<p><u>General Conditions</u></p> <p>A credit may be issued for fare and ancillaries with cancellation fee waived for unused tickets.</p> <p>Retain the value of the ticket as credit for 12 months from the original ticket issuance date. For more information please refer to the Virgin Australia Ticketing Policy available on the Agency Hub.</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>
Refund (to Original Form of Payment – OFOP)	<p><u>Refund option:</u></p> <p>If the above alternative options are not suitable, customers are entitled to a refund to original form of payment on any unflown sector.</p> <p>Refund applications can be submitted via BSPLink or through the GDS please ensure waiver code BW000280 is added to the Airline Authority Box/Waiver Code Box. Cancellation fee waived if applicable.</p>
Policy Exclusions	Fees imposed by suppliers or other third parties e.g. agency services charges, gift cards, insurance etc
Waiver Code	BW000280 Please ensure this waiver code is added to the endorsement box to avoid ADM
Supporting Policy/	All Policies: https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides

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Process & Guidelines	
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