

## Commerical Policy

To assist those guests who wish to reduce their connection time whilst in transit in Doha by rebooking onto Virgin Australia’s flights from Australia to Doha [VA1 - VA29]

Issue Date:	09JAN2025
Version:	1

### What is the policy scope?

Impacted travel dates	Travel dates 12JUN25-09DEC25 [inclusive]
Impacted cities/Regions	BNE/MEL/PER/SYD TRANSIT DOH v.v. OR AU DEPARTURE TRANSIT BNE/MEL/PER/SYD AND DOH v.v
Transit time	Original transit time in DOH must be less than 6 hours
Point of Sale	AU – Australia
Applicable documents	<ul style="list-style-type: none"> <li>Valid Virgin Australia (795) tickets</li> <li>Valid Virgin Australia EMD's</li> </ul>
Document issue date	On or before 10DEC2024
Policy exclusions	<ul style="list-style-type: none"> <li>Point to Point travel between BNE/MEL/PER/SYD TO DOH v.v.</li> <li>Rebooking of flights beyond DOH Example: SYD VA X/DOH VA FRA. <b>Must not</b> rebook DOH – FRA.</li> <li>Upgrade to higher cabin</li> <li>Fees imposed by suppliers or other third parties e.g. agency services charges, gift cards, insurance etc</li> </ul>



## What options do you have?

Itinerary	Recovery option	Rebooking condition
<p>SYD/PER/MEL/BNE TO EUROPE, AFRICA, MIDDLE EAST OR ASIA WITH A TRANSIT IN DOHA</p>	<p>Ok to rebook to a VA operated/marked flight [VA1-29 only] for travel on the <b>same route in the same RBD</b> as the original ticketed flight</p> <ul style="list-style-type: none"> <li>• Rebook must occur on or before 12JUN25 and travel must occur +/- 1 day from original travel date</li> <li>• Transit time in DOH must not exceed 6 hours</li> <li>• Rebooking must occur before scheduled departure of the original flight otherwise this is considered a no show</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Rebook/change fee does not apply for the first change only</b></li> <li>• All other fare conditions apply</li> <li>• Industry booking must add waiver code <b>BW000283</b> to endorsement box to avoid ADM</li> </ul>
<p>ANY VA DOMESTIC PORT TO EUROPE, AFRICA, MIDDLE EAST OR ASIA WITH A TRANSIT IN DOHA</p>	<p>Ok to rebook both the VA domestic and international flights [VA1-29 only on AU-DOH vv flights] for travel on the <b>same route in the same RBD</b> as the original ticketed flight.</p> <ul style="list-style-type: none"> <li>• Rebook must occur on or before 12JUN25 and travel must occur +/- 1 day from original travel date</li> <li>• Transit time in DOH must not exceed 6 hours</li> </ul> <p>Rebooking must occur before scheduled departure of the original flight otherwise this is considered a no show</p>	<ul style="list-style-type: none"> <li>• <b>does not apply for the first change only</b></li> <li>• All other fare conditions apply</li> <li>• Industry booking must add waiver code <b>BW000283</b> to endorsement box to avoid ADM</li> </ul>

## Supporting documentation

<p>External policies &amp; processes to assist our trade partners</p>	<p><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>
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