



australia

Tropical Cyclone Alfred updates

Virgin Australia Trade Release

The safety of our guests is always our top priority, and our meteorologists continue to closely monitor the weather system. We recommend your customers flying to or from South East Queensland and Northern New South Wales this week regularly check their flight status on the Virgin Australia [website](#) for updates.

We understand that some of your customers may no longer wish to travel to or from areas impacted by the cyclone, so we are making it easier for guests to change their travel plans. For your customers whose flights have been cancelled as a result of the cyclone, they will be able to rebook onto the next available Virgin Australia service.

For your customers travelling on Virgin Australia services to or from Ballina, Brisbane, Bundaberg, Gold Coast and Sunshine Coast airports from Tuesday, 4 March to Monday, 10 March 2025 (inclusive) they can choose to move their flight to a new date within 14 days (from the original departure date) free of charge, or cancel and request a travel credit. The original ticket must have been issued on or before Monday, 3 March 2025. Moving to a new flight is subject to availability.

For affected bookings, travel agents are to use waiver code **BW000285**. This waiver code applies to all indirect bookings. Travel agents should refer to the published Commercial Policy [here](#). Please ensure this waiver code is added to the endorsement box to avoid ADM.

For more information, please contact the Virgin Australia Industry Support Team on 13 67 37.