



australia

Ex-Tropical Cyclone Alfred updates

Virgin Australia Trade Release

Dear valued Partners,

Following meteorology advice and conducting all necessary safety checks, we are pleased to confirm Virgin Australia has resumed operations in Brisbane, Gold Coast, Sunshine Coast, and Ballina following the passing of Ex-Tropical Cyclone Alfred. Safety remains our top priority, and our team of meteorologists is continuing to closely monitor conditions for any further impacts from the system, including wind and rainfall.

We understand this is a challenging time for many people, including for some of our guests who are booked to travel on Virgin Australia services. With this in mind, we are making it easier for those impacted by Ex-Tropical Cyclone Alfred to change their travel plans.

Resumption of operations

- **Brisbane, QLD (BNE)** – Flights resumed from 10:00am AEST Sunday (9 March). This includes our domestic and international operations.
- **Gold Coast, QLD (OOL)** – Flights resumed from 12:20pm AEST Sunday (9 March). This includes our domestic and international operations.
- **Sunshine Coast, QLD (MCY)** – Flights resumed from 8:45am AEST Sunday (9 March).
- **Ballina, NSW (BNK)** – Flight resumed from 12:35pm AEDT Sunday (9 March).

Information for guests booked to travel

For your customers who were scheduled to travel, or have upcoming travel on Virgin Australia services to or from Ballina, Brisbane, Bundaberg, Gold Coast and Sunshine Coast airports from **Tuesday, 4 March to Sunday, 16 March (inclusive)** may 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 by contacting their travel agent. Customers should also check their fare rules for other cancellation options. This timeframe has been extended based on meteorology advice and to reflect the continued impacts of Ex-Tropical Cyclone Alfred. Travel agents should refer to the published Commercial Policy [here](#).

The original ticket must have been issued on or before Friday, 7 March 2025. Moving to a new flight is subject to availability.

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, request a travel credit or refund. Travel agents are to use waiver code **BW000285**. This waiver code applies to all indirect bookings. 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.

Stay safe, and thank you for your ongoing support.

A handwritten signature in black ink, appearing to read "D. McDermott".

Darren McDermott
General Manager, Sales