

COMMERCIAL POLICY –

ALL BOOKINGS TRAVELLING TO, FROM
OR VIA DOHA



July 2025 v5

Commercial Policy

Issue Date	24/07/2025
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General Information

Intent	This policy has been created to align the passenger guidelines COMM1129V1.8 & COMM1130V1.2 distributed by Qatar to assist any passenger booked on a 795 ticket travelling to, or via DOH from Australia, on Qatar Airways-operated flights. Excludes other third party carriers.
Impacted Travel Dates	Travel dates For Iraq, Jordan, Lebanon or Syria: on or after 13/06/2025 and on or before 15/07/2025 inclusive For Iran: on or after 13/06/2025 and on or before 15/08/2025 inclusive For all other destinations within Qatar's network excluding Iran, Iraq, Jordan, Lebanon or Syria: on & between 23/06/2025 & 30/06/2025
Applicable Documents	<ul style="list-style-type: none">Valid Virgin Australia (795) ticketsValid Virgin Australia EMD's
Applicable Bookings	This policy applies to: <ul style="list-style-type: none">All Ticketed Revenue bookings irrespective of booking channel and form of payment, where the final destination includes:<ul style="list-style-type: none">Iran, Iraq, Jordan, Lebanon or SyriaAll other destination on Qatar's network excluding Iran, Iraq, Jordan, Lebanon or SyriaAll Ancillaries (excluding carbon offset, payment surcharge and service fee)
Conditions	<p>1. Impacted Ports: Iraq, Jordan, Lebanon or Syria</p> <p>Three change requests or a cancellation request at the guest's choice where sale date occurs on or prior to 22/06/2025 and travel is 13/06/2025 & 15/07/2025 inclusive</p> <ul style="list-style-type: none">Guest can rebook to another Virgin Australia operated flight or QR operated flight (subject to below change/rebook conditions) +/- 7 days from original departure date or for travel up until 31/07/2025 (whichever comes sooner)*.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>2. Impacted Ports: Iran</p> <p>Three change requests or a cancellation request at the guest's choice where sale date occurs on or prior to 03/07/2025 and travel is on or after 13/06/2025 & on or before 15/08/2025 inclusive</p> <ul style="list-style-type: none">Guest can rebook to another Virgin Australia operated flight or QR operated flight (subject to below change/rebook conditions) +/- 7 days from original departure date or for travel up until 15/09/2025 (whichever comes sooner)*.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>3. Impacted Ports: All other destinations with Qatar’s network Excluding Iran, Iraq, Jordan, Lebanon or Syria</p> <p>Two change requests or a cancellation request at the guest’s choice where sale date occurs on or prior to 23/06/2025 and travel is on & between 23/06/2025 & 30/06/2025 inclusive</p> <ul style="list-style-type: none"> • Guest can rebook to another Virgin Australia operated flight or QR operated flight (subject to below change/rebook conditions) * +/- 14 days from original departure date or for travel up until 14/07/2025 (whichever comes sooner). • 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.
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Policy Overview

Impacted Cities/ Regions	Impacted Ports: All flights travelling to/from Australia via Doh and beyond on QR’s Network
POS	AU
Applicable to rebook on	<input checked="" type="checkbox"/> VA Operated Flights <input checked="" type="checkbox"/> VA Marketed, Qatar Operated Flights
* Re-Book/ Change	<u>General Conditions</u> <ul style="list-style-type: none"> • All other fare rules apply • Flight must be changed before scheduled flight departure.
	<p><u>Rebook conditions if travel is to/from Iraq, Jordan, Lebanon or Syria</u> <u>Same Origin / Destination within +/- 7 days from original departure date or for travel up until 31/07/2025 (whichever comes sooner).~</u> Book in lowest available fare class (RBD) [Must be in same cabin]</p> <ul style="list-style-type: none"> • Three changes permitted • Change fee waived • Fare difference waived

Different Origin / Destination within +/- 7 days from original departure date or for travel up until 31/07/2025 (whichever comes sooner).~

Permitted destinations include Armenia, Bahrain, Cyprus, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Saudi Arabia, Syria, Turkey, UAE

Book in the lowest available fare class {RBD} **[Must be in the same cabin]**

- Three changes permitted
- Change fee waived
- Fare difference waived

Rebook conditions if travel is to/from Iran

Same Origin / Destination within +/- 7 days from original departure date or for travel up until 15/09/2025 (whichever comes sooner).~

Book in lowest available fare class (RBD) **[Must be in same cabin]**

- Three changes permitted
- Change fee waived
- Fare difference waived

Different Origin / Destination within +/- 7 days from original departure date or for travel up until 15/09/2025 (whichever comes sooner).~

Permitted destinations include Armenia, Bahrain, Cyprus, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Saudi Arabia, Syria, Turkey, UAE

Book in the lowest available fare class {RBD} **[Must be in the same cabin]**

- Three changes permitted
- Change fee waived
- Fare difference waived

Rebook conditions for all other destinations on Qatar's network excluding Iran, Iraq, Jordan, Lebanon or Syria.

Same Origin / Destination within +/- 14 days from original departure date or for travel up until 15/07/2025 (whichever comes sooner)..~

Book in lowest available fare class(RBD) **[Must be in the same cabin]**

- **Two changes permitted**
- Change fee waived
- Fare difference waived

Same Region within +/- 14 days from original departure date or for travel up until 15/07/2025 (whichever comes sooner)..~

Book in lowest available fare class(RBD) **[Must be in the same cabin]**

- Change fee waived
- Fare difference waived

	<p><u>General rebooking conditions</u></p> <ul style="list-style-type: none"> • Three flight changes are permitted for Iraq, Iran, Jordan, Lebanon or Syria. • Two flight changes are permitted for all other destinations on Qatar’s network excluding Iran, Iraq, Jordan, Lebanon or Syria. • The new ticket resulting from the reissue must observe flight and routing rules according to the ticketed fare basis. • 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 • May change airport within the same city or gateway according to ticketed fare basis • Customer is responsible for any consequential costs to travel from original point e.g. train, bus, car, hotel etc • In the event the guest fails to board the scheduled flight the no show penalty can be waived
^ Credit	<p><u>General Conditions</u></p> <p>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>Flight must be cancelled before scheduled flight departure.</p>
+ Refund (to Original Form of Payment – OFOP)	<p><u>Refund option for direct and indirect bookings:</u></p> <ul style="list-style-type: none"> • If the above alternative options are not suitable, customers are entitled to a refund to original form of payment on any unflown sector. • Refund applications can be submitted via BSPlink adding waiver code BW000288 to the waiver code/airline authority box. Cancellation fee waived if applicable. <p>Flight must be cancelled before scheduled flight departure.</p>
Policy Exclusions	Fees imposed by suppliers or other third parties e.g. agency services charges, gift cards, insurance etc
Waiver Code	BW000288 applies to all indirect bookings. Please ensure this waiver code is added to the endorsement box to avoid ADM
Supporting Policy/ Process & Guidelines	All Policies: https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides