

Commercial Policy

Military Action in Iran

Issue Date:	9 Mar 26
Version:	V6
Purpose	<p>This Commercial Policy is to provide customers with options to voluntarily change and/or cancel their flight which may be impacted by closure of DOH airport.</p> <p>This Policy does not apply for involuntary changes or cancellations to customers' flights. The Guest Compensation Policy will apply to involuntary disruptions.</p>

What is the policy scope?

Ticket issue date	On or before 22MAR26
Travel dates	Travel dates 28Feb26-22Mar26 [inclusive]
Cities/Regions	To/From/via DOH
Point of Sale	AU
Applicable documents	<p>All [795] Revenue tickets irrespective of booking channel and form of payment</p> <p>All [795] fulfilled ancillaries [excluding carbon offset, payment surcharge and service fee]</p>
Operating Carrier	Virgin Australia and Qatar Airways
Policy exclusions	Fees imposed by suppliers or other third parties e.g. agency services charges, gift cards, insurance etc



What options do you have?

Recovery option	Conditions
<p>Rebook to another VA or QR operated flight for travel on the same route in the same fare brand as the original ticketed booking</p> <ul style="list-style-type: none"> • Rebook must occur on or before 22Mar26 and travel must occur +/- 14 days from original travel date • Rebooking must occur before scheduled departure of the original flight otherwise this is considered a no show • If the same booking class is not available, the lowest available booking class within the same cabin may be booked 	<ul style="list-style-type: none"> • Rebook/change fee does not apply for 2 changes. • Additional fare/taxes do not apply • Same fare brand must be used as original ticket • All other fare conditions apply • Industry booking must add waiver code BW000295 to endorsement box to avoid ADM
<p>Rebook to another VA or QR operated flight for travel on a different route to the original ticketed booking</p> <ul style="list-style-type: none"> • Rebook must occur on or before 22Mar26 and travel must occur +/- 14 days from original travel date • Rebooking must occur before scheduled departure of the original flight otherwise this is considered a no show 	<ul style="list-style-type: none"> • Rebook/change fee does not apply for the first change • Additional fare/taxes DO apply • All other fare conditions apply • Industry booking must add waiver code BW000295 to endorsement box to avoid ADM
<p>Cancel for a travel credit</p> <ul style="list-style-type: none"> • Retain the value of the ticket as a credit for indirect bookings, free of charge 	<ul style="list-style-type: none"> • New travel dates must be within the ticket validity • Rebook/Change fee does not apply at time of utilising credit. • Additional fare/taxes do apply at time of utilising credit • Bookings must add waiver code BW000295 to the endorsement box to avoid ADM
<p>Refund to original form of payment</p>	<p>Fares</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 BW000295 to the waiver code/airline authority box • Unflown taxes [excluding OB/YR taxes] can be refunded <p>Flight must be cancelled before scheduled flight departure.</p>



Supporting documentation

External policies & processes to assist our trade partners	https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#policies-and-guides
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