

## FREQUENTLY ASKED QUESTIONS (FAQs)

### 1. Can I get a refund for a cancelled flight?

Your ability to obtain a refund or credit from a business in voluntary administration may be impacted whilst the business is in administration.

Due to the current circumstances, we are not in a position to offer any refunds for cancelled flights if you purchased your ticket **before** the Virgin Australia Group Entities entered into voluntary administration on 20 April 2020. If you are entitled to a refund in respect of your ticket, you may be an unsecured creditor of the Virgin Australia Group Entities.

While we are unable to pay refunds to such customers at this time, you may be eligible for a conditional credit to be used towards flights during the administration of the Virgin Australia Group Entity that issues the credit. At this stage, it is expected that process will be finalised by, at the latest, mid-August 2020, although that date may change. Information will be made available at the Virgin Australia administration website, [www.deloitte.com/au/virgin](http://www.deloitte.com/au/virgin).

If you purchased a ticket for a flight or other service from a Virgin Australia Group Entity **after** it entered into voluntary administration, and the flight or service is cancelled by that Virgin Australia Group Entity or by you prior to scheduled departure then that Virgin Australia Group Entity's normal refund and credit policies will apply.

If your requests for refunds were approved by the Virgin Australia Group Entities before our appointment but the refunds were not yet processed, unfortunately the refunds will no longer be issued. However, you may be eligible for a conditional credit.

### 2. What is a conditional credit and how can I use it?

If you booked through a travel agent, you will need to contact your travel agent to use your conditional credit. Otherwise, you can call our Guest Contact Centre to access your conditional credit. If you booked the Original Ticket through a travel agent, you may redeem your credit for an equivalent domestic flight ticket or less (or another domestic flight ticket by paying any additional fare amount, taxes, airline surcharges and fees) and for fees for the same ancillary services for that flight (such as Economy X fees or unaccompanied minor fees) provided by the operator of the flight that you paid for in your Original Ticket, up to the amount that you paid for them in the Original Ticket. Otherwise, your conditional credit will be for the amount (including taxes and airline surcharges) that you paid for the Original Ticket and redeemable against the fares, taxes and airline surcharges for domestic flights.

The credits can be redeemed for domestic flights operated by Virgin Australia Airlines Pty Limited or Virgin Australia Regional Airlines Pty Ltd. This is subject to the availability of flights, and if applicable, payment of any fare differences, taxes and airline surcharges and applicable fees.

The conditional credit is unable to be redeemed on codeshare flights operated by other airlines or for any other good or service supplied by a Virgin Australia Group Entity.

The conditional credit is non-transferable and you will not be able to use it in conjunction with Velocity Frequent Flyer Points. You will not be able to use the conditional credit in conjunction with your travel credits or travel credits of another person. However, where the Original Ticket was not booked through a travel agent, you can combine your own conditional credits.

Normal carriage and fare rules will apply, except you will not receive a refund or unconditional credit if that flight or ticket is cancelled - this policy will apply. These terms and conditions are available [here](#).

### 3. What is the time period for using the conditional credit?

A conditional credit can be redeemed for flights during the period of administration. The precise period of the administration is not currently known, however at this stage it is expected that process will be finalised by, at the latest, mid-August 2020, although that date may change. Information will be made available at the Virgin Australia administration website, [www.deloitte.com/au/virgin](http://www.deloitte.com/au/virgin)

Please note that it may not be possible or practical for Virgin Australia Airlines Pty Limited or Virgin Australia Regional Airlines Pty Ltd to resume commercial flights during the administration.

#### **4. What happens if I don't use the conditional credit?**

You do not have to use the conditional credit. If you don't use it by the end of the voluntary administration, you may then be a creditor. Information, including FAQs, will be made available at the Virgin Australia administration website, [www.deloitte.com/au/virgin](http://www.deloitte.com/au/virgin).

#### **5. What happens to travel credits I already have for cancelled flights?**

If you already have a travel credit, this remains valid and will be honoured in line with the normal terms and conditions that apply to the travel credit.

While governments have placed some restrictions on the ability of Australians to travel, if customers are able to travel, you may use travel credits to obtain a ticket for a domestic flight for the routes that are currently running.

If a flight isn't available then the travel credit is not redeemable for cash or refundable.

#### **6. I have a current booking. Will Administration affect it?**

You will be contacted if there are any changes to your booking.

If your flight is cancelled, or if you choose to cancel it then you may be eligible to obtain a conditional credit.

#### **7. What happens to my Velocity Frequent Flyer Points?**

Velocity Frequent Flyer is a separate company and is not in administration. Your Points remain in your account.

However, the program has made some temporary changes and further information is available [here](#).

#### **8. Can I still use my gift card?**

We are currently still honouring all gift cards issued by Virgin Australia Group Entities prior to them entering into voluntary administration.

As is the case with travel credits issued prior to the Virgin Australia Group Entities entering into voluntary administration, while governments have placed some restrictions on the ability of Australians to travel, if customers are able to travel, you may use gift cards to purchase a flight for the routes that are currently running.

If a flight isn't available then the gift card is not redeemable for cash or refundable.

#### **9. I've claimed my flights on travel insurance and received a refund. Am I still eligible for a conditional credit?**

No. If you have already received a refund, credit, re-accommodation on another service, another holiday package or alternative compensation, you are not eligible for a conditional credit.

#### **10. If I use my conditional credit, am I still eligible for any other claims against the Virgin Australia Group Entity?**

No. If you use your conditional credit, you may not be eligible for other claims against the Virgin Australia Group Entity.

#### **11. If I use some of my conditional credit, am I still eligible to make a claim as an unsecured creditor for the part I don't use against the Virgin Australia Group Entity?**

You may be eligible. Further general information for creditors is available [here](#).

## **12. What am I eligible for against the Virgin Australia Group Entity?**

If you hold an **Original Ticket** with a Virgin Australia Group Entity in voluntary administration, you may be recognised as an unsecured creditor. Further general information for creditors is available [here](#).

During this period of administration, your ability to obtain a refund or travel credit from a Virgin Australia Group Entity for cancelled flights and other services may be impacted.

However, the administrators, Deloitte, are providing eligible Virgin Australia Group customers with a conditional travel credit to be used on flights during the period of administration.

## **13. Due to travel restrictions I am unable to travel. What do I do with my conditional credit?**

While governments have placed some restrictions on the ability of Australians to travel, if customers are able to travel, you may use your conditional credit to book a flight on domestic routes currently operated by Virgin Australia Airlines and Virgin Australia Regional Airlines.

You do not have to use the conditional credit. If you can't or don't use it, by the end of the voluntary administration, you may be an unsecured creditor. Information, including FAQs, will be made available at the Virgin Australia administration website, [www.deloitte.com/au/virgin](http://www.deloitte.com/au/virgin).

## **14. Who should I contact if I still have more queries?**

If you have a question regarding your booking or how to use your conditional credit please contact the Virgin Australia Guest Contact Centre on 13 67 89.

If you have an enquiry about the administration process, please email [virgincustomers@deloitte.com.au](mailto:virgincustomers@deloitte.com.au).