



Commercial Policy Bulletin

Bulletin Name: Flexibility for passengers due to Coronavirus situation
Bulletin Number: 09042020-01 (this bulletin replaces 300320-01)
Bulletin Date: 09 April 2020

Eligibility **only** for passengers with an original ticket issued on/after 20 March 2020 and on/before 31 May 2020

Original Travel Date	Affected Destination	Permitted Travel Period
12 March 2020 – 31 December 2020	VS issued tickets from / to / through All Destinations when travelling on a VS/VS* Flight Number	Travel can be rebooked 12 March 2020 – 31 May 2022

Applies to VS and VS* tickets issued on/after 20 March 2020 and on/before 31 May 2022

To assist VS/VS* passengers impacted by the global health concerns of the Coronavirus. It is intended for customers who need to change travel dates and not time of departure on the same travel date.

Future Travel Rebooking Options:

1. This policy entitles passengers to one change with the change fee waived only
2. This policy applies regardless of the flexibility of the ticket – for example where a booking is made in Light, this policy will grant one change with the change fee waived, even if typically the booking would be non-changeable
3. When rebooked travel occurs on or before 31 May 2022 the change fee will be waived if ticket is reissued on or before 31 May 2022, though fare difference will apply on the new itinerary, regardless of booking class. If the new quoted fare is lower than the current ticketed fare no refund will be applied
4. No refunds are permitted as part of this policy

Re-route:

1. Passengers travelling on a direct VS/VS* service may re-route to the same destination via a VS/VS* connection, subject to seats being available in the same cabin, and departure dates being within the permitted rebooking period
2. Passengers travelling via a VS/VS* connection may rebook onto a direct VS/VS* service to that same destination, subject to availability in the same cabin within the permitted rebooking period
3. Passengers wishing to travel to/from an alternative destination on a VS/VS* service will be subject to a fare difference, but should not be charged any change fee provided new travel dates are within the permitted travel period
4. Rebook travel in the same booking class, or;

5. If original booking class isn't available, re-book in the lowest available class in the same cabin. No change fee will be charged but will be subject to any fare difference for changes outside of fare rules regardless of booking class.
6. Tickets must be re-issued on / before revised travel date

General Guidelines	Yes/No	Important Notes:
Travel on Earlier Date than Ticketed?	Yes	Travel is permitted on an earlier date, with no fees, if the date is within the guidelines of this bulletin
Waive minimum/maximum stay	Yes	Travel as per new booking dates
Change Origin or Destination	Yes	Additional fare charges will apply, but the change fees will be waived if waiver guidelines are met
Refund	No	Not permitted under this voluntary bulletin. IROP must apply for refund eligibility.
Rebooking Carrier Priority		VS/VS*
Rebooking to Different Cabin?	No	Must rebook in same cabin
PNR Documentation	Yes	CHANGES PER CORONAVIRUS SIT CHG FEE 12MAR20
Voluntary Alternate Rebooking	Yes	Rebooking and repricing to an alternate station is allowed but is a manual process

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