

Commercial Policy Bulletin

Bulletin Name: Flexibility for passengers due to Coronavirus situation
 Bulletin Number: 16042020-02 (*replaces previous existing bookings policy issued on 09/04/2020*)
 Bulletin Date: 16 April 2020

Eligibility **only** for passengers with an original ticket issue date on/before 19 March 2020. Tickets must be reissued prior to travel recommencing

| Original Travel Date | Affected Destination | Permitted Travel Period |
|------------------------------|--|---|
| 01 March 2020 – 30 June 2020 | VS issued tickets from / to / through All Destinations when travelling on a VS/VS* Flight Number | Where rebooked travel finishes by 30 November 2020, no fare difference or change fee will be charged Where rebooked travel occurs on/after 01 December 2020, change fee will be waived but fare difference <u>will</u> be charged. Travel must be completed prior to 31 May 2022 |

Applies to VS and VS* tickets issued on/before 19 March 2020

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/before 30 November 2020, no fare difference or change fee should be charged provided the same origin and destination are kept (though re-routing via a different hub on a VS/VS* flight is possible). Any change in booked cabin will require fare difference to be paid. Where a flight is cancelled, usual schedule change policies will apply.
4. When rebooked travel occurs between 01 December 2020 – 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

5. This policy does not cover refunds; passengers should refer to schedule change policy for IROP situations

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. Min stay restrictions will be waived if only the return date is changed. |
| 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 | N/A | This policy does not cover refunds, please refer to schedule change policy if IROP |
| Rebooking Carrier Priority | | VS/VS* |
| Rebooking to Different Cabin? | No | Must rebook in same cabin |
| PNR Documentation | Yes | CHANGES PER CORONAVIRUS SIT CHG FEE 19MAR20 |
| Voluntary Alternate Rebooking | Yes | Rebooking and repricing to an alternate station is allowed but is a manual process |