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## [Virgin Australia offers support to Brindabella Airline customers](#) [2]

Virgin Australia today announced special relief airfares and a commercial policy for customers impacted by the suspension of Brindabella Airlines operations.

The special airfares will apply to the Brisbane-Coffs Harbour and Canberra-Newcastle routes and will be available through Virgin Australia's Guest Contact Centre for travel until 20 December 2013.

Additional arrangements will be available to those Brindabella customers that were scheduled to connect onto Virgin Australia flights. Affected customers can elect to have any applicable change fees waived (provided they rebook their Virgin Australia flight within seven days of the original departure date) or be provided with a Travel Bank credit that can be used to purchase Virgin Australia flights at a later date.

Impacted customers should call Virgin Australia's Guest Contact Centre on 13 67 89 and have their Brindabella Airlines and Virgin Australia itineraries to hand.

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