

6 January 2020 | [Community](#) [1]

Virgin Australia offers bushfire support [2]

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The thoughts of everyone at the Virgin Australia Group are with all people affected by bushfires and the emergency services staff and volunteers who are working to protect our communities. The Group is providing a range of support for guests, team members and community organisations.

Guest support

Virgin Australia is offering assistance to any guests affected by the bushfires who require changes to existing bookings. Guests that need to amend their travel plans due to the bushfires will have any change fees waived or are able to choose a Travel Bank credit if they prefer.

Any affected passengers are able to contact Virgin Australia's Guest Contact Centre on 13 67 89 for assistance.

Paid leave for employee volunteer firefighters

The Group has a number of team members supporting the bushfire response as volunteers.

Virgin Australia has put a four-week paid leave period in place for any Virgin Australia Group employee who is accessing approved Emergency services leave to volunteer for the firefighting effort.

Donations and fundraising

The Virgin Australia Group is proud of its partnership with the Salvation Army Emergency Services and is encouraging donations from customers through its lounge network with dedicated donation terminals and the [Salvation Army Disaster Appeal](#) [3].

The Group is matching – dollar for dollar – all employee donations made to the Salvation Army Emergency Services up to \$250,000.

Transport of community service personnel and equipment

The airline is also offering support for community organisations and charities requiring travel or logistics support. This includes supporting requests for cargo space and excess baggage allowances to help move equipment and material if required.

Through our relationships with the Salvation Army Emergency Services and organisation Team Rubicon, we stand ready to support flights for emergency workers and volunteers from these organisations who are being flown to the affected areas as needed.

The Group has also been providing discounted airfares to emergency service organisations throughout the duration of the bushfire period.

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Links

[1] <https://newsroom.virginaustralia.com/news/6>

[2] <https://newsroom.virginaustralia.com/release/virgin-australia-offers-bushfire-support>

[3] <https://www.salvationarmy.org.au/donate/make-a-donation/donate-online/?appeal=disasterappeal>

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