

16 March 2020 | [Customer](#) <sup>[1]</sup>

## **Virgin Australia announces new measures to help guests** <sup>[2]</sup>



The Virgin Australia Group is providing guests with more options to change their bookings, as a result of new travel restrictions implemented by governments in light of the evolving COVID-19 situation.

- Virgin Australia and Tigerair guests can change their flight to a later date and/or to a different destination, without incurring a change fee. Guests will just need to cover the fare difference if the value of their new fare is greater than the original.
- This applies to domestic and international travel between now and 30 June 2020 for existing and new bookings
- If travel is within four weeks, Virgin Australia and Tigerair guests can also cancel their domestic or international travel without incurring a fee and receive the full value of the booking as a flight voucher in their Travel Bank, valid for 12 months.
- Partner airlines are also offering guests a range of options to change their travel.

In addition, Virgin Australia will contact guests to advise them of their options if Virgin Australia makes any changes to their flight details.

Virgin Australia Chief Customer Experience Office Danielle Keighery said the airline group was committed to helping guests during this challenging time.

“We understand that these new restrictions may affect guests’ travel plans. This is why we’ve removed change and cancellation fees so guests can have more flexibility with their upcoming travel. We want guests to have peace of mind when booking with us, and this flexibility will extend to any new bookings made for travel between now and 30 June,” said Ms Keighery.

“Our team is working around-the-clock to help our guests with any changes to their travel plans and we thank our guests for their patience during this time.

“We’ve also implemented a number of new measures to continue our high health and safety standards including additional cleaning processes, and making hand sanitiser and face masks available onboard all flights. We’re also giving guests the option to move next to a vacant seat where possible,” she said.

## Guest advice

Due to higher than normal call volumes, only guests with flights booked to depart in the next 48 hours are requested to contact the Guest Contact Centre and the airline’s social media team. Changes to international flights booked from 12 March can be made through ‘[Manage My Booking](#)’ [3].

Guests with flights booked through a travel agent will need to contact their travel agent to change their booking.

Guests will still be required to pay any applicable fare difference or taxes should the same booking class/fare not be available on the date they wish to rebook.

There is a maximum of two changes per international booking and a maximum of one change per domestic booking for guests thinking about changing their travel plans.

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